Staff Position: Visitor Services Specialist

Location: Evanston, IL

Salary Range: $16 @ 14 hours per week.

Position Summary: The Visitor Services Specialist serves as a member of the front-line team for the Mitchell Museum of the American Indian and is essential to providing a positive experience for visitors to learn and connect Native history, art, culture, and contemporary issues. This position involves welcoming visitors, managing admissions payments, processing retail purchases, providing membership support, scheduling docents and tours, and communicating museum information to the public in person and online. The Visitor Services Specialist will support the Director of Operations in developing outreach content and conveying information on various topics, including exhibits, programmatic offerings, membership, and events. Successful candidates should have knowledge and respect of Native American culture and strong customer service skills. Previous employment in a museum setting or within Native American communities or organizations is preferred.

Responsibilities:

- Provide face-to-face and virtual customer service for museum guests, members, and public
- Manage admission front desk and answer incoming phone calls and email inquiries
- Process admissions, retail sales, and memberships using cash or credit
- Manage museum shop inventory and merchandise
- Provide information on exhibits, building, programming, and events
- Schedule docents, tours, space rental, and special events
- Coordinate volunteers and interns
- Assist with museum tours, crafts, events, and program set up as needed
- Support the development and distribution of fundraising campaigns and materials
- Maintain donor and membership databases
- Assist in developing museum print and digital promotional materials and educational content
- Support the maintenance and cleanliness of facilities and workspaces
- Conduct opening and closing procedures

Requirements

- Two to three years of proven customer service skills
- Strong technical skills to facilitate virtual programming
- Ability to use Windows-based programs and Constant Contact software
- Strong writing skills to create educational materials
- Willingness to work independently and as a team
- Knowledge and respect of Native American communities and culture
- Adherence to COVID safety protocols
- Ability to lift and arrange equipment and furniture
- Availability to work one weekday, occasional evenings, and every Saturday from 10:00 a.m. to 5:00 p.m.

The Mitchell Museum of the American Indian is one of only a handful of museums across the country that focuses exclusively on the art, history, and culture of Native American and First Nation peoples.
from throughout the United States and Canada. It promotes public understanding of cultural diversity through first voice perspectives. Since its founding in 1977, the Mitchell Museum has evolved into a cherished resource of collections, exhibits, programs, and activities that introduce visitors from throughout the Chicago region to the cultures of American Indians. The Mitchell Museum’s mission is to promote and share a deeper understanding of Native American peoples through collecting, preserving, and interpreting their traditional and contemporary art and material culture.

How to apply: Please email, in PDF format, your cover letter and resume with contact information to kimvigue@mitchellmuseum.org.

No telephone inquiries, please. Applications will be accepted until the position is filled.