



# INDIANA HISTORICAL SOCIETY

## JOB DESCRIPTION

---

October 2009

### VISITOR SERVICES

Director, Reservations & Visitor Services  
Full-time, exempt grade level C  
Reports to: Vice President, Business and Operations

### Nature of work

This position will manage all aspects of the Indiana Historical Society's visitor service related functions, which will include implementation and management of a computerized ticketing and reservations for all events, programs, admissions and attendance tracking. Position also includes the hiring, training, and day-to-day supervision of the Visitor Services department staff.

### Duties

1. Develop a comprehensive understanding of the Indiana Historical Society's events and programs.
2. Oversee the site installation, integration, and training of the Outbound/Counterpoint reservation and ticketing system.
3. Serve as the primary Outbound/Counterpoint administrator within the functions and responsibilities of the Reservations and Visitor Services department.
4. Hire, train, and oversee Reservations and Visitor Services staff; provide guidance, feedback on performance, and convey information as required.
5. Train appropriate staff on use of ticketing/reservation system; develop instruction manuals, analyze challenges in terms of application use and configuration, and implement solutions as needed.
6. Collaborate with various departments including Public Programs, Events, Development, Retail, Marketing, and provide analytical tools focused on attendance, call information, etc.
7. Work closely with the Development office on integration and use issues with Raiser's Edge.

8. Work directly with Accounting and respective departments to establish daily, weekly, monthly and quarterly reconciliation reports for all ticketed events and programs.
9. Implement and maintain reservation needs for school group and Public Program reservations. Issue daily, weekly, monthly, and quarterly reports regarding attendance and revenue as required.
10. Meet regularly with internal stakeholders to assess needs, provide feedback on capacities for events and programs, and ensure that the most accurate and up-to-date information is conveyed to callers.
11. Prepare and manage to an annual departmental budget, which maximizes resources and minimizes costs.
12. Work with Special Events department regarding the implementation of ticketing and reservations policies and services for institutional events, theater clients, and rental clients
13. Participate in institutional committee work as appropriate.
14. Work with the state of Indiana's Department of Information Technology in the management of all telephone needs within the facility.
15. Interact and correspond with guests, vendors, and other stakeholders as required.
16. Develop spreadsheets and other presentation materials as needed.
17. Work closely with retail operations on potential opportunities to maximize staffing and other resources.
18. Support other departments in their efforts to achieve customer service excellence.
19. Other duties as assigned.

**Essential knowledge, abilities, and skills**

1. Knowledge and understanding guest service principles and standards.
2. Experience with a broad range of constituencies, including a highly diverse general public.
3. Math aptitude and ability to work accurately with numbers.
4. Commitment to providing excellent customer service.
5. Demonstrated superior written and verbal communication skills.
6. Commitment to and experience with teamwork.
7. Demonstrated organizational skills; detail-oriented.

8. Ability to take responsibility for ideas, decisions, and actions.
9. Ability to speak calmly and clearly at all times, presenting a professional demeanor that ensures effective communication and presentation at all times.
10. Knowledge of Microsoft Office products including Word, Excel, and PowerPoint.
11. Knowledge of reservation and ticketing systems related to museums, theaters, theme parks, etc.
12. Highly organized, detail oriented, and able to address multiple projects simultaneously.
13. Ability and willingness to work weekends and evenings.

### **Qualifications**

#### **Required:**

1. Knowledge and skills typically acquired through a Baccalaureate degree plus related work experience in an attraction-based environment.
2. Previous supervisory experience in reservations, ticketing, or other guest-service environment – previous experience in an attraction-based environment a plus.
3. Proven ability to utilize Microsoft Office products including Word, Excel, and PowerPoint.
4. Previous knowledge and experience utilizing ticketing and reservation systems. Experience with Outbound, Counterpoint, and/or Raiser's Edge a plus.

#### **Pay and benefits**

The salary will be commensurate with experience and skills. The IHS offers an excellent benefits package, including health, dental, life and long-term disability coverage; pension plan and tax-deferred annuity with American United Life – OneAmerica; employee assistance program (EAP); Pre-Paid Legal Services; and flexible benefits. IHS also offers generous paid time off. Free parking provided nearby.

#### **Applications**

Please send a cover letter and resume to: April Kerber, Senior Director, Human Resources, Indiana Historical Society, 450 West Ohio Street, Indianapolis, IN 46202. Fax: 317/234-0079. Applications will be accepted until the position is filled.

**The Indiana Historical Society is an equal opportunity employer.**  
**[www.indianahistory.org](http://www.indianahistory.org)**