



## **Customer Service Associate, Part-time**

### **About the Senator John Heinz History Center**

From the pre-revolutionary drama of the French & Indian War to the legendary match-ups of the Super Steelers, discover 250 years of Pittsburgh history at the Senator John Heinz History Center. An affiliate of the Smithsonian Institution, the History Center is the largest history museum in Pennsylvania with six floors of long-term and changing exhibition space. The History Center's museum system includes the Western Pennsylvania Sports Museum, a dynamic museum-within-a-museum; the Fort Pitt Museum in Point State Park; Meadowcroft Rockshelter & Historic Village, a National Historic Landmark located in Avella, Pa. in Washington County; and the History Center's Museum Conservation Center. The History Center presents the most compelling stories from American history with a Western Pennsylvania connection, all in an interactive environment perfect for visitors of every age.

### **Job Posting**

The Senator John Heinz History Center, the largest history museum in Pennsylvania and an affiliate of the Smithsonian Institution, is seeking a part-time, Customer Service Associate. The Customer Service Associate supports the operation of the Museum Shop and Admissions in a professional, customer service capacity. The Customer Service Associate generates museum shop sales, collects admissions fees and processes admissions information using TAM software, and accurately reconciles museum shop and/or admissions revenues. This position is responsible for greeting, directing and acquainting visitors to the museum exhibits and special activities, as well as providing visitors with general tourist related information and orientation to the Visit Pittsburgh official Visitor Welcome Center. The Customer Service Associate will assist with the efficient operation of the Museum Shop and Admissions Desk, History Center memberships, and contribute to the History Center's reputation for extraordinary customer service.

This is a part-time position reporting to the Museum Shop & Visitor Services Manager.

### **Requirements**

Outgoing, friendly, and exceptional communications skills needed in delivering extraordinary customer service to History Center visitors and guests.

Ability to manage telephone, computer, and in person customer service, often concurrently.

High school education or equivalent required with at least two years of work

experience in retail, customer service, hospitality, or similar work settings. This position

requires some physically demanding activities - lifting, bending, walking, and standing. Pennsylvania Act 33/34 (criminal and child abuse clearance). **Must** be available to work weekends.

### **Application Process**

*We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability*

*Minorities encouraged to apply.*

Qualified applicants should submit a cover letter (***including salary requirements***) and resume to:

Renee Falbo, Director of Human Resources  
Senator John Heinz History Center  
1212 Smallman Street, Pittsburgh, PA 15222  
[hr@heinzhistorycenter.org](mailto:hr@heinzhistorycenter.org)  
[www.heinzhistorycenter.org](http://www.heinzhistorycenter.org)