Fort Pitt Museum
A museum of the Senator John Heinz History Center
Pittsburgh, PA

Be a part of one of Pittsburgh's most dynamic museums!

POSITION AVAILABILITY NOTICE

POSITION/JOB STATUS: Customer Service Associate, Full-time

REPORTS TO: Fort Pitt Museum Director & History Center Museum Shop and Visitor Services Manager

HOURS: Customer Service Associates are scheduled on weekdays and weekends from 9 am to 5:30 pm, with some evening hours depending upon the events schedule as well as departmental and organizational needs.

REQUIREMENTS: Outgoing, friendly, and exceptional communications skills needed in delivering extraordinary customer service to members, visitor and guests. Ability to manage telephone, computer, and in-person customer service, often concurrently. High School education or equivalent required with at least 3 years of work experience in retail customer service, hospitality, or similar work settings. Experience in historical interpretation and research a plus. This position requires some physically demanding activities – lifting, bending, walking and standing.

RESPONSIBILITIES: Customer Service Associate is the staff support to the operation of the Museum Shop and Admissions in a professional, customer service capacity. Generate Shop sales and collect admissions fees and process admission information. Greet, direct and acquaint visitors to the museum exhibits and special activities as well as provide visitors with general tourist related information. Assist with the efficient operation of the Shop and Admissions. Promote Fort Pitt / History Center memberships, and provide extraordinary customer service at all points of contact. Assist director and educational staff in the interpretation and research of themes and exhibits for school groups, conferences and special programming.

Please submit resume and letter of interest or apply in person to:
Renee Falbo, Director of Human Resources
Senator John Heinz History Center
1212 Smallman Street, Pittsburgh, PA 15222
Phone: (412) 454-6357 -- Fax: (412) 454-6358 – E-mail: hr@heinzhistorycenter.org