



**ILLINOIS HOLOCAUST MUSEUM  
& EDUCATION CENTER**

**VISITOR SERVICES REPRESENTATIVE**

**POSITION SPECIFICATION**

**THE COMPANY**

Illinois Holocaust Museum & Education Center (IHMEC) honors Survivors and victims of the Holocaust by teaching universal lessons that combat hatred, prejudice, and indifference. The Museum activates this mission through world-class exhibitions, public programming, and educational initiatives to equip audiences with knowledge, skills, and courage to take a stand for humanity. Today, IHMEC is the third largest Holocaust museum in the world and second largest in the country, impacting hundreds of thousands of students, teachers, law enforcement and community members annually. As a world leader in connecting the history and lessons of the Holocaust, we inspire visitors to become Upstanders, who speak out for what’s right – turning powerful lessons of history into positive actions today.

Revenues are derived from major special events, corporate and individual giving, visitor receipts, gift shop revenues, and major grant fundraising – foundation, family, and government.

**THE POSITION**

Position Title: Visitor Services Representative  
Location: Skokie, IL  
Reports To: Visitor Services Manager

The Visitor Services Representative is responsible for supporting many aspects of Museum services that help create an excellent visitor experience. Responsibilities in the Representative role include Admissions, Information Desk, Membership Desk, Holographic Theater, Virtual Reality Gallery, and Legacy Shop. The Representative will often be the first person guests encounter when entering the Museum. Always providing expert customer service, the Representative will be responsible for onsite ticket sales, visitor check-in for those who purchase tickets online, operation and oversight of VR showings, guide and orientation for guests, and respond to specific needs of visitors. The Representative will need to be knowledgeable about the function and schedule at the Museum to successfully help guests with current and upcoming exhibitions, the length of time needed to explore the Museum, and any events or programs happening inside the Museum space. This position requires working between 20 and 28 hours per week, including weekends and some evenings.

**SPECIFIC RESPONSIBILITIES**

The Visitor Services Representative’s key responsibilities include:

- Process admission tickets, membership, and merchandise sales.
- Provide visitors with information about exhibitions, wayfinding, merchandise, etc.
- Execute opening and closing procedures including register management.
- Stay up to date on the Museum’s exhibitions, history, and local knowledge.
- Assist co-workers with Public Programs, Education programs, and special events.
- Monitor upkeep of the Legacy Shop merchandise displays and appearance
- Ensure that all products are entered, tagged, and replenished.
- Opening and operating Virtual Reality Gallery and the Holographic Theater.
- Maintain safe, stocked, and attractive front desk, lobby area, and some exhibition spaces
- Train and support Museum volunteers.
- Help manage our online store.
- Answer phone inquiries.
- Other duties as assigned.



## **THE PERSON**

### **Education | Experience**

- High School diploma or equivalent certification required.
- Previous museum, customer service, or hospitality experience preferred.
- Previous experience using electronic point-of-sale systems preferred.

### **Knowledge | Skills | Abilities**

- Ability to express a cheerful and positive attitude with all visitors, volunteers, and staff.
- Ability to problem solve.
- Ability to engage with a diverse audience.
- Demonstrate excellent oral and written communication skills.
- Proficiency in Microsoft Office

## **OTHER INFORMATION**

### **Salary and Benefits**

- Hourly rate range is \$18 - \$19 per hour.
- Sick time and one floating holiday.

### **Committed to Diversity**

Illinois Holocaust Museum & Education Center is an equal opportunity employer and is committed to creating an inclusive environment for all employees. People of color, women, LGBTQ+ people, and people with disabilities are strongly encouraged to apply.

### **Physical Requirements**

May need to climb up and down stairs; to bend, stoop, and lift or move materials and retrieve files; to pull/push, lift, and carry up to 25 pounds; spend considerable time on feet; and to reach both above and below shoulder height.

### **Learn More**

Visit our website, engage in virtual experiences, and learn more at [ilholocaustmuseum.org](http://ilholocaustmuseum.org).

## **TO APPLY**

Interested applicants should submit a cover letter and resume [here](#).