



Guest Concierge (On-call) Job Posting (April 2017)

Looking for a foot-in-the-door opportunity to expand your educational interests in cultural heritage with real-world experience?

The Position

Our On-Call Guest Concierges provide exceptional customer service to all visitors, volunteers, and staff, through in-person, telephone, and technological communication. They also create exceptional visitor experiences and a positive impression of the California Historical Society.

About Us

The California Historical Society is on a mission to inspire and empower people to make the State's richly diverse past a meaningful part of their contemporary lives. We are a small, collaborative, and dedicated staff creating an ambitious and exciting future through public history projects, services, and publications.

Primary Duties:

Reporting to the Manager of Public Programs and Visitor Experience, you will be engaged in responsibilities such as:

- Providing front desk coverage during gallery and book store hours, public programming and special events, including selling tickets, memberships, and merchandise
- Engaging visitors by providing information about the organization's exhibitions, public programs, library, and collections
- Conducting merchandise inventories and assisting with inventory reconciliations and ensuring merchandise levels on hand are adequate

- Assisting with setting up, monitoring and breaking down public programming and special events
- Promoting book store merchandise through various outlets including regularly posting to CHS social media

Skills, Education and Experience

- Undergraduate degree in history, hotel management/guest services, or other applicable field of study or equivalent, and two (2) years of experience in a nonprofit organization or institution of similar composition, mission, and complexity

OR

High school diploma, or equivalent, with four (4) years of relevant and progressively responsible experience, preferably in a similar nonprofit organization. (Undergraduate degree-in-progress may substitute for a portion of the experience required).

- Experience with retail POS systems or other comparable systems with the ability to handle cash transactions and balance cash drawer daily
- Experience in a services/retail environment, with the ability to maintain grace and handle customer experiences tactfully
- Excellent written and verbal communication skills including proficiency in English, and electronic communication (e.g. email, social media)
- Ability to work successfully in a multicultural, collaborative team environment
- Ability to work independently, exercise discretion and sound judgment
- Ability to lift and carry 30 lbs., and climb a ladder

In addition, it would be great if you also have:

- Bookstore/gift shop experience
- Bilingual fluency
- Keen interest in history and heritage, in particular California history

Things you should know:

Schedule and number of hours will vary week to week based on your availability and our needs. This is an hourly, non-benefitted position. Weekend, evening, and holiday availability required.

Please submit your resume and cover letter to recruiting@calhist.org;

The California Historical Society is an Equal Opportunity Employer, committed to diversity among its staff.