

Western Heritage Center  
Saturday Museum Host

The Western Heritage Center, located in downtown Billings, Montana, is housed in the historic Parmly Billings Memorial Library building, first constructed in 1901. We strive to engage in activities that bring about a deeper understanding of our region and a broader appreciation for its people. Our mission is to collect, preserve and tell the stories of the people and places of the Yellowstone River Valley and the northern High Plains region. We do this through comprehensive arts and humanities projects, education and outreach programs, long-term exhibits with interactive components, traveling exhibits, a vast collection of historic artifacts, fine art, textiles, photographs and memorabilia and climate-controlled archival storage.

**DESCRIPTION:**

The Western Heritage Center, (WHC), is seeking a self-motivated, customer service-oriented individual to join our team. This part-time position will be 7 hours per week on Saturdays. Hourly pay will depend on experience.

**RESPONSIBILITIES:**

The administrative assistant will provide support and office assistance for the staff of the WHC.

- Provide stellar customer service to museum guests at the front desk. Welcome, provide direction within exhibits and serve as an ambassador of Billings to out-of town/state/country tourists.
- Utilize iPad-based Point of Sale System, including making change and processing credit cards.
- Assist customers in museum store. Become knowledgeable with inventory in order to answer questions, direct guests to appropriate items. Maintain product displays, straighten inventory, and dust as time allows.
- Answer phone and answer questions about the museum.
- Assist with periodic special events.

**REQUIRED KNOWLEDGE AND SKILLS:**

- Ability to communicate well;
- Customer service experience;
- Ability to operate iPad (point of sale system);

**ESSENTIAL PHYSICAL ABILITIES**

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with other museum staff, consultants and the general public both in person and over the telephone;
- Sufficient personal mobility, with or without reasonable accommodation.

Please send a cover letter and resume to [lisa@ywhc.org](mailto:lisa@ywhc.org).