



Visitor Assistant Position Milwaukee County Historical Society

The Milwaukee County Historical Society seeks to hire a Visitor Assistant for our pilot site, Brew City MKE, located in downtown Milwaukee.

Brew City MKE seeks Part-time Visitor Assistants to welcome and help guests at Milwaukee's pilot beer museum and beer bar. Opening in September 2017, Brew City MKE offers an exhibit featuring Milwaukee's beer and brewing history as well as Milwaukee's only bar dedicated to Milwaukee Beer.

As the first person a visitor encounters, the Assistant provides information about Brew City MKE, sells admission and retail items, and ensures the security of the location. Importantly, the assistant talks with guests about the beer and brewing exhibit and the experience they can have.

Responsibilities include:

- Welcoming visitors to the museum at the entry desk.
- Issuing tickets and processing retail sales.
- Giving tours to individuals or groups from societies and schools.
- Providing information and answering questions, referring queries to the others when appropriate.
- Supervising the reception area and ensuring the security of the exhibit and site.
- General administration tasks such as answering the phone.
- Helping to maintain a clean and tidy visitor area.
- Position may be asked to be a docent to the exhibit during programs and events or rentals and could be positioned within the exhibit.

Desired Qualifications:

- A friendly, customer-oriented person with customer service experience
- Ability to utilize a POS system to process sales and to accurately count and report.
- An interest in history, Milwaukee and/or beer.
- Docent or museum experience is a bonus but not required.

Working hours vary. The site is open Tuesday through Sunday. Evening and weekend availability may be needed.

Visitor Assistants report to the Site Manager and are employees of the Milwaukee County Historical Society.

To apply please contact Dana Hansen, Site Manager, with a cover letter and resume at dhansen@milwaukeehistory.net.