



Indianapolis Motor Speedway Museum Position Description

Position Title	Welcome Center Attendant
Department	Operations (Guest Services)
Reports To	Guest Services Manager
Location	Indianapolis Motor Speedway Museum, 4750 W. 16 th Street, Indianapolis, IN 46222
FLSA Status	Part-time, Non-Exempt

Organization Summary:

The Indianapolis Motor Speedway Museum is an independent 501(c)(3) nonprofit organization. While located within the track, the Museum is operated separately from the Indianapolis Motor Speedway. The Indianapolis Motor Speedway Museum celebrates and preserves the history behind the Indianapolis Motor Speedway and the Indianapolis 500. Our vision for the Indianapolis Motor Speedway Museum is to ignite curiosity, spark discovery, and embrace tradition.

Position Summary:

Reporting to the Guest Services Manager, Welcome Center Attendants will be responsible for providing and ensuring the highest quality visitor experience. Promoting the Museum's mission and strategic goals in all interactions, this position will provide excellent guest service to internal and external clients, including but not limited to daily visitors, members, IMS Museum and Penske Entertainment sponsors, donors, VIPs, community organizations and all stakeholders. The standard work schedule varies. No less than 2 days and up to 4 days per week and may require weekends.

Specific Duties:

- Provide exceptional service in daily face-to-face contact with museum guests. Remains approachable at all times to visitors, staff and volunteers; monitor for guests who may need assistance. Amicably resolves matters with dissatisfied guests and understands when matters need to be elevated to a management level.
- Using admissions software, accurately and efficiently sells products to guests including admission tickets, membership sales, renewals, upgrades, account maintenance, and special event tickets. Enthusiastically promotes items to increase museum revenue opportunities and delivers exceptional service when assisting customers with visit planning and/or other needs.
- Using admissions software, accurately and efficiently enters customer demographic data, when applicable. Maintains data entry standards and ensures that complete customer information is entered. Upholds data privacy standards.
- Actively sells Museum memberships to customers. Able to explain program benefits and make proactive suggestions based on key indicators.
- Remains knowledgeable of operational procedures, Museum and Tour programming, IMS facility and local community information to best assist visitors. Delivers exceptional service when assisting customers with ticket purchases, membership assistance, visit planning and other needs.
- Follows money handling/ credit card transaction standards throughout shift.



- Works within a cohesive team of staff in an open, public space. Dependability, consistently positive attitude and organization skills required.
- Ability to work extended and flexible hours, including nights and weekends when the Museum is open and/or during special events. The standard work schedule varies. No less than 2 days and up to 4 days per week.

Qualifications:

- Proven experience in customer service, retail, hospitality, box office, or sales.
- Experience with point-of-sale systems and handling monetary transactions in a high-volume situation.
- Skills to effectively and efficiently handle customer questions and concerns with the proper resources.
- Must acknowledge the importance of security of cash and other moneys, and the systems in place to monitor that security.
- The ability to consistently maintain a positive and friendly relationship with customers and other staff. Highly self-motivated and well-organized with the ability to multitask in a fast-paced, team environment.
- Ability to think and react quickly to resolve problems in real-time.
- Exceptionally good oral communication skills, with an emphasis on interpersonal relations.
- Ability to work collaboratively with a variety of people with different skills and abilities.
- Must be able to work a flexible schedule, including weekends, holidays, and occasional staff meetings.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must be able to visually track information and view computer or iPad monitor.
- Requires the ability to communicate via telephone, one-on-one with visitors to receive and/or relay information and the ability to communicate in a high-traffic or noisy environment.
- Requires the ability to hear staff and guests to respond quickly to their information, questions, or concerns. Ability to hear tones to respond to staff and guests calls and radio traffic.
- Ability to stand and/or walk within a limited footprint for extended periods of time.
- Ability to bend, reach and stoop repeatedly.
- Ability to lift/carry 11-35 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

Submit Resume & Cover Letter: museumjobs@imsmuseum.org

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Updated: 01/21/2025