



Indianapolis Motor Speedway Museum Position Description

Position Title	Welcome Center Attendant
Department	Operations
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. Despite being within the track, the Museum is operated separately from Indianapolis Motor Speedway. The Indianapolis Motor Speedway Museum brings to life the innovation, thrill, and cultural significance of motor racing at the Racing Capital of the World. Our vision for the Indianapolis Motor Speedway Museum is to ignite curiosity, spark discovery, and embrace tradition.

Our Mission:

At the Museum, our mission is to celebrate and preserve the history behind the Indianapolis Motor Speedway and the Indianapolis 500. We are dedicated to sharing stories that connect people to history, art, and culture in meaningful ways. Every guest who walks through our doors is not just a visitor—they are part of our story.

Position Summary

We are looking for a motivated, customer-oriented **Welcome Center Attendant** to join our team. In this role, you will be responsible for delivering exceptional customer service, assisting with sales, supporting photo opportunities and ensuring a welcoming and enjoyable experience for all museum guests. This position is an excellent opportunity for individuals who thrive in a historical setting and possess a passion for customer service. The Welcome Center Attendant must engage actively with guests and develop a comprehensive understanding of the Indianapolis Motor Speedway and the track's history. Staff members in this role are expected to work collaboratively and cooperatively with Museum management, fellow guides, volunteers and gallery leads to providing outstanding guest experience.

Strong customer service abilities to ensure the smooth operation of daily activities are essential. This profession also requires excellent problem-solving abilities, as the Museum uses various technical equipment. They must be able to make swift decisions daily.

Shifts will be booked during both regular Museum hours and after-hours private events, such as evenings and weekends. This role may require up to 29 hours per week of labor.

Job Duties and Responsibilities:

- Strong customer service skills, including cheerful disposition, courtesy, patience, and perseverance.
- Must have good knowledge of the IMS Speedway and history of the track.
- Explain museum/tour options for the day.
- Process customer transactions accurately using the point-of-sale (POS) system.
- Handle cash transactions and maintain proper cash handling procedures.



- Must be able to stand for long periods of time.
- Answer questions for guests about the track, museum, tour.
- Must be willing to accept a flexible work schedule, and willing to work some early mornings, evenings, and weekends.
- Support with operating the museum's photo experiences, which include capturing guests' memorable moments at the photo booth, on tours, and throughout the museum.
- Operating photo equipment, promoting and upgrading photo packages, and photo printing and packing during regular museum hours and after hours for private events.
- Must adhere to IMS and IMS Museum social media policies and other rules that protect the IMS and IMS Museum brands and confidential information.
- Other duties as assigned.

Education/Qualifications/Skills:

- High School diploma or equivalent required.
- Knowledge of and ability to operate and troubleshoot technology elements within the museum.
- Experience working with the public is required.
- Strong customer service skills with the ability to engage diverse audiences.
- Ability to work collaboratively with a variety of people with different skills and abilities.
- Ability to follow Museum policies and procedures.
- Ability to multitask and oversee multiple areas.
- Weekday and weekend availability is required as well as some evening hours.

Physical Requirements:

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.

- Ability to stand and/or walk within a limited footprint for long periods of time.
- Ability to bend, reach and stoop repeatedly.
- Ability to lift/carry 11-25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Moderate to heavy noise (i.e., high traffic spaces with guests talking, sounds from displays).
- Flashing light exposure in certain areas.
- Ability to work in a confined area.
- Work may require exposure to outdoor conditions including high humidity, temperatures above 85°F, and occasional rain or wind. Employees must be able to work safely in these conditions.
- You will work alongside a community of dedicated volunteers who share your passion for making a difference at the Indianapolis Motor Speedway Museum.



Equal Opportunity Employer

E-Verify

Background Check

Disclaimer:

This job description is not an exhaustive list of all functions that may be required to perform, additional functions may be required. The organization reserves the right to revise this job description at any time. All employees must be able to perform the essential functions of the position satisfactorily and so that, if requested, reasonable accommodation may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.

Printed Name: _____

Signature: _____ **Date:** _____

Submit Application: museumjobs@imsmuseum.org