



THE COMPANY

Illinois Holocaust Museum & Education Center (IHMEC) honors Survivors and victims of the Holocaust by teaching universal lessons that combat hatred, prejudice, and indifference. The Museum activates this mission through world-class exhibitions, public programming, and educational initiatives to equip audiences with knowledge, skills, and courage to take a stand for humanity. Today, IHMEC is the third largest Holocaust museum in the world and second largest in the country, impacting hundreds of thousands of students, teachers, law enforcement and community members annually. As a world leader in connecting the history and lessons of the Holocaust, we inspire visitors to become Upstanders, who speak out for what's right – turning powerful lessons of history into positive actions today.

Revenues are derived from major special events, corporate and individual giving, visitor receipts, gift shop revenues, and major grant fundraising – foundation, family, and government.

THE POSITION

Position Title: Visitor Services Representative
Location: Skokie, IL
Reports To: Visitor Services Manager

The Visitor Services Representative will be responsible for supporting the visitor experience across the Museum, including at the admissions desk, holographic theater, virtual reality gallery, and legacy shop. The Representative will often be the first person guests will interact with when entering the Museum and supporting guests as they view our virtual reality experience. Always providing expert customer service, the Representative will be responsible for both selling tickets and checking in visitors who have purchased tickets online, overseeing VR showings, helping guide guests, and meeting specific needs of visitors. The Representative will need to be knowledgeable about the goings-on at the Museum, including current and upcoming exhibitions, the length of time needed to explore the Museum, and any events or programs happening inside the Museum space. The Representative will need to have flexibility with their scheduling, as assigned by their supervisor.

SPECIFIC RESPONSIBILITIES

The Visitor Services Representative will:

- Admission sales to visitors
- Computer operations
- Cash handling
- Opening and closing computer cash registers
- Maintain the Legacy Shop merchandise displays and appearance and ensure that all products are replenished and tagged
- Opening and operating Virtual Reality Gallery, Holographic Theater, and Legacy Shop
- Answering phone inquiries
- Maintaining a safe, stocked, and attractive front desk, lobby area, and virtual reality gallery
- Other duties as assigned

THE PERSON

Knowledge | Skills | Abilities

- Previous hospitality experience preferred, but not required
- A cheerful and positive attitude



- Comfort with handling cash
- Comfort utilizing electronic point-of-sale equipment
- Ability to problem solve
- Welcoming to a diverse audience
- Excellent oral and written communication skills
- Must be able to work weekends and some evenings

Physical Requirements

May need to climb up and down stairs; to bend, stoop, and lift or move materials and retrieve files; to pull/push, lift, and carry up to 25 pounds; spend considerable time on feet; and to reach both above and below shoulder height.

Committed to Diversity

Illinois Holocaust Museum & Education Center is an equal opportunity employer and is committed to creating an inclusive environment for all employees. People of color, women, LGBTQ+ people, and people with disabilities are strongly encouraged to apply.

Learn More

Visit our website, engage in virtual experiences, and learn more at ilholocaustmuseum.org.

To Apply

Interested applicants should email a cover letter and resume to jobs@ilhmec.org and include “Visitor Services Representative” in Subject Line.