



**INDIANAPOLIS MOTOR SPEEDWAY, LLC
POSITION DESCRIPTION**



POSITION TITLE:	Museum Host
ORGANIZATION:	Indianapolis Motor Speedway Foundation, Inc. (Hall of Fame Museum)
REPORTS TO:	Museum Host Supervisor
POSITION LOCATION:	Hall of Fame Museum
FLSA STATUS:	Non-Exempt
OTHER STATUS:	

This position description is for an employee of the Indianapolis Motor Speedway, LLC (“Speedway”) to work for the Indianapolis Motor Speedway Foundation, Inc. (d/b/a Hall of Fame Museum), pursuant to the relationships of the Speedway and the Foundation set forth in their Shared Services Agreement dated as of December 2006, as currently in effect and as it may hereafter be amended.

Essential Functions:

Part-time (variable hours) position as Museum Host (the “Host”) to work in the Hall of Fame Museum (the “Museum”) to:

- (1) Monitor visitor access to and use of Museum assets (vehicles, engines, other items on display) to assure the safety both of those items and of visitors. This includes, but is not limited to:
 - a. Monitoring how visitors transverse the Museum, assuring that visitors do not run, skip, or jump in the Museum and thereby threaten to injure the Museum’s assets and/or themselves.
 - b. Monitoring how visitors interact with stanchions and ropes to assure that they do not swing ropes or tip over stanchions and thereby injure Museum vehicles or other assets, themselves, or other visitors.
 - c. Cautioning visitors who are not complying with Museum regulations.
- (2) Greet visitors and explain to them how the Museum is laid out and what they can see and do in the Museum, the Museum’s rules, and the use of the facility. Answers general questions and invites visitors to sign the guest register.
- (3) Provide information to visitors and special groups about the exhibits and the vehicles and items in the Museum’s collection.
- (4) Act as a formal tour guide only on special occasions and in connection with visits of school groups. Does not provide tours to visitors unless it is part of a formal Museum program.
- (5) Open and close the Museum to visitors at designated hours, including checking the floor has no impediments, turning on or extinguishing lights, and unlocking and locking doors.
- (6) Examine the Museum’s exhibits, collection items, and the condition of the facility, and notifies supervisor or management of items needing repair or replacement or when the facility systems are not working (such as lighting failures, leaking roof, sharp objects on floor or in wall, etc.).
- (7) Distribute promotional materials related to special exhibits or the Museum.
- (8) Work with other Museum Hosts, Front Desk staff, Photo Station, and Grounds Tour staff to (i) assure adequate security coverage of the Museum during operating hours, (ii) enable other staff to take lunch, bathroom, and other necessary breaks, and (iii) otherwise assist as needed.

- (9) Escort visitors to safety when there are adverse weather or other conditions. Handles confrontational or adversarial matters on occasion with visitors who are upset, inebriated, or otherwise impaired as to judgment.
- (10) Escort blind or deaf visitors through the Museum to assist their appreciation of the Museum's collection and exhibits.
- (11) When there are not many visitors, assist other staff with administrative or other projects (such as inserting information into history books, special exhibit brochures, and folding Museum brochures).
- (12) Assist Front Desk Specialists and Supervisor as appropriate and as requested.
- (13) Mentor and train new staff, as Team Leader or Supervisor may request.

Knowledge/Skills:

- High school graduate (or GED) required.
- Experience working with the general public desired.
- Very good oral communications and public speaking skills, with an emphasis on inter-personal relations.
- Ability to handle confrontational or emergency situations with calm and quick, decisive action.
- Ability to work collaboratively with a variety of people with different skills and abilities.
- Ability to use technology to achieve desired results.

Complexity/Problem Solving:

- Ability to monitor Museum security while interacting with visitors and Museum staff simultaneously.
- Ability to handle inebriated or impaired guests.
- Ability to respond quickly and decisively to assure the safety of Museum visitors and the Museum's assets when there is an accident, injury, illness, adverse weather, or confrontational visitor.
- Ability to develop solutions to problems that arise in the course of the day.
- Able to handle difficult personalities, both as to staff and the general public, in a constructive, positive fashion resulting in appropriate resolutions of disputes and/or difficult situations.

Discretion/Latitude/Decision-Making:

- Ability to work independently, without direct supervision.
- Ability to distinguish between problems and solutions requiring management approval and those that s/he may resolve directly.
- Maintains confidentiality of proprietary, confidential, and sensitive information.
- Has a high degree of personal and professional integrity; acts in an ethical manner and avoids conflicts of interest.
- Ability to prioritize tasks and adjust priorities in light of changing needs and circumstances.

Communications/Interpersonal Contacts:

- Ability to communicate with the general public about the Museum's exhibits, rules, and regulations, as well as how to properly use the facility.
- Ability to communicate own plans and ideas to Museum colleagues.

- Ability to communicate performance issues to supervisor to assist in own training as well as the training of other staff.
- Ability to communicate effectively with a wide variety of people.
- Keeps colleagues and supervisor informed of progress of tasks, as well as issues that require supervisor's resolution.
- Knows when to ask questions to seek guidance and when to move forward on his or her own.

Working Conditions/Physical Demands:

Work requires ability to stand and walk for several hours at a time and other minor physical exertions and/or physical strains. May involve infrequent exposure to disagreeable weather conditions. **Must regularly (but not necessarily weekly) work one or more days on the weekends. Also must work during Indianapolis Motor Speedway race events (including the races), events held by third-parties at the Speedway, and concerts and other events at the Speedway. Museum is open every day of the year except Thanksgiving and Christmas Day.**

Work Environment:

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