

# **James J. Hill Center Volunteer Opportunity**

## **Organization Overview:**

The James J. Hill Center, formerly the James J. Hill Reference Library, is a private, non-profit, business and entrepreneurial center, located in historic downtown Saint Paul on Rice Park. Since 1921, the Hill Library has housed a world-class collection of practical business information resources. Our mission is “connecting entrepreneurs, business and community.” In addition to our business information, we also host numerous non-profit, corporate, and community events.

## **Volunteer Opportunity:**

We are looking for enthusiastic volunteers to help in various capacities at the Hill. Our volunteers serve in a number of ways, including: front desk reception, process sales transactions in our small store, share the history of the building with visitors, assist with tours and events, and help with archives and library services. The ideal candidate is reliable, personable, detail-oriented, and passionate about customer service.

## **Responsibilities may include:**

- Greet and direct incoming visitors from the reception desk at the gift shop.
- Process sales transactions, track inventory, and create/maintain displays, as needed.
- Answer and transfer calls on a multi-line phone system.
- Record visitor traffic with a user-friendly web form.
- Administrative support, as needed.
- Complete special projects related to library and mission-related organizational activities.
- Assist with mission related events and/or tours.

## **Desired Experience:**

- Experience and interest in working with the public.
- Ability to use a multi-line phone system.
- A positive attitude and welcoming presence.

## **Schedule/Hours:**

The library is open from 8am to 4pm Monday through Thursday. Hours would range from 8-20 hours a week, depending on the applicant’s availability and coordination with our other volunteers, interns and library staff.

## **How to Apply:**

Email your resume and a brief letter of interest to Lindsey Dyer at [ldyer@jjhill.org](mailto:ldyer@jjhill.org). Please include the phrase “Hill Volunteer” in the subject line of the email.