

Job Description
Explorations V Children's Museum
April 13, 2021

Job Title: Visitor Services Associate

Report To: Education & Operations Director

GENERAL SUMMARY: The Visitor Services Associate is responsible for maintaining high quality guest services including selling admission tickets, checking in members, and answering program/workshop questions. The Associate helps maintain environments throughout the Museum's public exhibits.

PRIMARY RESPONSIBILITIES:

1. Front Desk

- Be able to work independently with a high level of customer service at the Museum's front desk.
- Answer the phone politely and promptly.
- Work the cash register with proper cash handling procedures.
- Collect all necessary information at the point of entry.
- Welcome guests and answer any questions about their Museum experience.
- Thank guests as they leave and invite them to return.
- Responsible for opening and closing till as scheduled.

2. Birthday Host

- Greet birthday guests and assist birthday family with their needs.
- Track birthday guests and report attendance.
- Clean after birthday parties to get Museum ready for the next guest.

3. Exhibit Environments

- Ensure children are safe and secure when playing in exhibit environments by:
 - a. Picking up loose materials and setting play stages with available manipulatives
 - b. Regular cleaning and sanitization

4. General Office Duties

- Serve on the schedule of cleaning duties to ensure safe and healthy learning environments for all children.
- Work respectfully in a diverse and close working environment

All other duties as assigned.

QUALIFICATIONS:

Required

- Retail or customer service experience.
- Experience working with a cash register.
- Must be available weekends.
- Must be able to work independently.
- Ability to work well with a diverse group of people including guests, coworkers, and partners.
- Desire to serve the children and families of Polk County through high-quality early learning opportunities.