



## **Job Description**

**Title:** Visitor Experience and Front Desk Attendant

**Reports To:** Executive Director

**Position Description:** This position encompasses two jobs, the role of Visitor Experience and the role of the Front Desk Attendants, both of which are aimed at ensuring an exceptional experience for museum visitors. We are looking to hire multiple individuals that are qualified to serve as both the Visitor Experience Staff Member and the Front Desk Attendant. The work day will include rotating between the two jobs- managing the front desk, facilitating programs with the guests, and overseeing the experience on the exhibit floor. This position is expected to maintain a high level of enthusiasm, respectfulness, and readiness to offer assistance or answer inquiries.

### **Front Desk Duties:**

- Open and close Museum as listed on Opening and Closing checklist
- Greet visitors, charge admission fees and sell Family Memberships and tickets to upcoming events
- Collect visitor information and enter into cash register and database
- Answer questions and distribute information about the Museum
- Communicate with visitors regarding daily events, special programming, groups, birthdays and other information
- Keep front desk, information tables and lobby neat, clean and well organized
- Give out accident reports and/or first aid supplies as needed
- Answer the phone
- Communicate with Executive Director of any building repairs or building concerns

### **Visitor Experience Duties:**

- Engage with visitors throughout the museum exhibits and promote memorable play experiences
- Provide orientation and assistance to playgroups and schools groups
- Facilitate daily educational programs and activities and provide support for special events
- Collaborate with museum Program Director and other staff to develop and implement new programs or activities
- Ensure a clean and safe environment

### **Qualifications:**

- Experience working with children
- Customer service, retail and/or cash register experience preferred
- Strong verbal communication skills
- The ability to work collaboratively with colleagues
- Given the dynamic nature of museum environments, candidates should be flexible and easily adaptable to changing circumstances

Interested individuals should send a cover letter and resume to [emily@childrensdiscoverymuseum.org](mailto:emily@childrensdiscoverymuseum.org)