



Title/Position: Weekend Welcome Desk Attendant

Reports to: Guest Services Manager

General Responsibilities: The Weekend Welcome Desk Attendant works with other Guest Services Team Members to deliver excellent customer service to guests and members as they enter, enjoy, and leave the museum.

Duties will include but are not limited to:

- Going out of your way to provide excellent customer service to guests and members
- Executing front desk point-of-sale duties, including checking in members and guests, selling and processing memberships, and processing cash/credit card payments
- Welcoming and engaging guests and members as they enter or leave the museum and addressing questions or concerns
- Assisting with check-in and check-out of birthday parties and assisting with final payments
- Assisting with birthday room setup and clean-up as directed
- Other tasks as assigned by Guest Services Manager or supervisor on duty

Required Skills

- Must be minimum 16 years of age
- Dedication to excellent customer service and teamwork
- Comfortable working with young children and their adults
- Ability to work in a fast-paced, high-traffic, public environment
- Ability to appropriately communicate with diverse guests of all backgrounds and abilities
- Ability to respond to guest needs and urgent situations in a calm, comforting manner
- Reliable, flexible, and able to work cooperatively with other staff members
- Self-motivated and comfortable working independently
- Listens and responds to directions given by other staff members or supervisors
- Commitment to the mission, vision, and values of WCM

Essential Physical Functions: On any given day, may be frequently required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching, lifting up to 25 pounds and moving short distances

Hours of work: Saturday, 8:30a-5:00p and Sunday, 11:30a-5:00p

Compensation: Positions beginning at \$15.00 per hour