



TITLE/POSITION: Weekend Welcome Desk Specialist

Reports to: Guest Services Manager/Lead

General Responsibilities: Welcomes and serves Wonderscope's weekend visitors and members through quality personal interaction, and effectively supports and executes front desk administration tasks

Duties will include, but are not limited to:

1. Greet, check in, and actively assist visitors and resolve customer concerns following policies and procedures.
2. Open and close Welcome Desk point of sale systems according to current policies and procedures, and perform cashier duties, including all cash, check, and charge transactions.
3. Promote and/or sell museum memberships and programs, process membership applications and gift memberships, and enter membership data as needed.
4. Work with the Guest Services manager to maintain a safe and educational climate for visitors and members and provide input and feedback about visitor questions or concerns.
5. Participate in emergency response procedures in a calm and comforting manner.
6. Greet museum business visitors and contact the appropriate staff to meet visitors.
7. Answer incoming calls and respond to voicemails professionally and on time; transfer calls as needed.
8. Maintain front desk area and stock flyers, supplies, and other information items as needed.
9. Other duties as assigned.

Skills required:

1. Experience in basic cash handling, credit card processing, and data entry.
2. Experience engaging and interacting with young learners and their adults.
3. High comfort level working with children in a fast-paced, high-traffic, public environment.
4. Views children as capable and competent and recognizes that children learn naturally through play.
5. Ability to genuinely communicate with diverse guests of all backgrounds and abilities.
6. Ability to respond to guest needs and urgent/emergencies calmly and comfortably.
7. Ability to independently manage and prioritize several tasks efficiently and with ease.
9. Reliable, flexible, and able to work cooperatively with other staff members as a positive team player.
10. A strong commitment to the mission, vision, and values of WCM.

Hours of Work: 8:30 am-5:00 pm Saturday, 11:30 am-5:00 pm Sunday

Compensation: Position begins at \$15.00/hour, previous experience will also be taken into consideration