

Weekend Welcome Desk Attendant

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:

- Provide exceptional customer service: greet, direct, and actively assist visitors as well as resolve customer concerns following policies and procedures
- 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
- Promote and/or sell museum memberships and programs, and support the Membership Coordinator in processing membership applications, gift memberships, and membership data entry
- Work in tandem 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
- Participate in emergency response procedures in a calm and comforting manner
- Greet museum business visitors and contact the appropriate staff to meet them directly
- Answer incoming calls and respond to voicemails in a professional and timely manner; transfer calls appropriately as needed
- Maintain the front desk area and stock flyers, supplies, and other information items as needed
- Other duties as assigned

Skills required:

- Commitment to excellence in customer service and teamwork
- Experience engaging and interacting with young learners and their adults
- Experience in basic cash handling, credit card processing, and data entry
- High comfort level working with children in a fast-paced, high-traffic, public environment
- Views children as capable and competent and recognizes that children learn naturally through play
- Ability to genuinely communicate with diverse guests of all backgrounds and abilities
- Ability to respond to guest needs and urgent/emergency situations in a calm, comforting manner
- Ability to independently manage and prioritize several tasks efficiently and with ease
- Reliable, flexible, and able to work cooperatively with other staff members as a positive team player
- A strong commitment to the mission, vision, and values of WCM

Hours of Work: 8:30am-5pm Saturdays and Noon -5pm Sundays

Compensation: Position begins at \$16.00/hour; previous experience will also be taken into consideration