



TITLE/POSITION: Weekend Welcome Desk Attendant

Reports to: Guest Services Manager

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. Provide exceptional customer service: greet, direct, and actively assist visitors as well as resolving 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 and support the Membership Coordinator in processing membership applications, gift memberships, and membership data entry
4. Work in tandem with 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 appropriate staff to directly meet visitors
7. Answer incoming calls and respond to voicemails in a professional and timely manner; transfer calls appropriately 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. Commitment to excellence in customer service and teamwork
2. Experience engaging and interacting with young learners and their adults
3. Experience in basic cash handling, credit card processing, and data entry
4. High comfort level working with children in a fast-paced, high-traffic, public environment
5. Views children as capable and competent and recognizes that children learn naturally through play
6. Ability to genuinely communicate with diverse guests of all backgrounds and abilities
7. Ability to respond to guest needs and urgent/emergency situations in a calm, comforting manner
8. 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: Saturday 8:30am-5:00pm, Sunday 11:30am-5:00pm

Compensation: Positions beginning at \$15.00 per hour