



Admissions and Retail Associate

JOB DESCRIPTION

- Title:** Admissions and Retail Associate
- Employee Classification:** Non-exempt, Part-time, hourly \$13.50/HR
- Work Schedule:** This is a job-share position split into two shifts: The position is balanced between two Associates who fill in for each other during vacations & sick leave. The current opening is for 3 days (approximately 24 hours) per week Sunday-Tuesday
- Reports To:** Lead Floor Manager
- Job Purpose:** Promote The Children's Museum's mission by providing quality visitor experience to children and their caregivers through welcoming and directing visitors, enforcing policies, accurately responding to questions, monitoring the exits and monitoring the retail shop.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

<p>1. 40% MAINTAINS QUALITY CUSTOMER SERVICE BY:</p> <ul style="list-style-type: none"> • Providing information and answering questions • Greeting and directing visitors • Communicating museum standards and policies • Verifying memberships 	<p>4. 15% PROCESSES RETAIL TRANSACTIONS AND ATTENDANCE BY:</p> <ul style="list-style-type: none"> • Ringing up retail purchases in the register and providing receipts and/or change to the customer • Counting the till at the opening and closing of the day • Recording the daily sales on the closing retail paperwork each day
<p>2. 35% MAINTAINS A SAFE ENVIRONMENT BY:</p> <ul style="list-style-type: none"> • Following and enforcing SCM's standards and policies • Communicating any potential or active problems to the appropriate museum staff • Assisting in lost child/caregiver response 	<p>5. 10% SUPPORTS THE MUSEUM SERVICES TEAM:</p> <ul style="list-style-type: none"> • Assisting in additional tasks as assigned • Keeping up to date on museum policies, programs and special events • Participating in training sessions to review known material and learn new material

JOB QUALIFICATIONS

- EDUCATION:** High school diploma or GED required, A.A. or B.A. preferred
- EXPERIENCE:** Customer Service experience required. Familiarity with a fast-paced work environment preferred.
- SKILLS & ABILITIES:** Ability to interact with children, parents, grandparents, nannies and other guests in a professional and welcoming manner. Basic computer skills and the ability to operate and program cash register. Strong communication skills, flexibility and responsibility, decision making skills, and leadership skills. Lift 50lbs on daily basis.

Upon hire, please sign below stating you have read and understand the above job description.

Employee's Signature

Date