



December 20, 2017

Title: Front Desk and Trading Post Coordinator

Reports to: Director of Museum Experiences

Summary: The Front Desk and Trading Post Coordinator assists the Front Desk and Membership Manager with membership and retail sales. This position manages retail operations, membership sales and card distribution. Other functions handled by this position include the sale of tickets, memberships, gift certificates and support to the Front Desk and Membership Manager.

Front Desk Responsibilities: 50%

- Answer multiple phone lines
- Ongoing work within multiple computer systems, including but not limited to: Counterpoint, Point of Sale, Raiser's Edge and Microsoft Office
- Provide excellent customer service
- Consistently work in a positive and cooperative manner with all MCM staff
- Complete assignments in a timely manner and in accordance with the museum's standards
- Assist with the management of membership records & files
- Assist with membership sales and general admission ticket sales
- Various other duties as assigned

Louis LeFleur's Trading Post Responsibilities: 50%

- Manage retail sales
- Place and receive orders within the Point of Sale system
- Process orders and keep inventory records current
- Review merchandise and find new merchandise to incorporate into inventory
- Review Open to Buy with Director of Museum Experiences
- Maintain proper inventory levels to achieve sales and profit goals
- Various other duties as assigned

Key Competencies:

- High school diploma or GED required with a minimum of one year of retail, sales or customer service experience. Counterpoint system experience is a plus.
- Excellent interpersonal and verbal communication skills
- Commitment to customer service excellence and teamwork
- High comfort level working with children and a diverse public
- Ability to work flexible schedule, including weekends and holidays

The Mississippi Children's Museum is a 501(C)3 organization with the mission of providing a unique and exciting educational experience for Mississippi children. To apply, please send a cover letter, resume & salary history to careers@mcm.ms, subject line to read, "Front Desk and Trading Post Coordinator".