

Guest Services Associate

The Mississippi Children's Museum seeks energetic, outgoing individuals who want to work in a fun, educational, fast paced environment facilitating superior visitor experiences. This individual must provide exceptional service in daily, extensive face to face contact with museum guests at the Guest Services Desk and Gift Shop and Birthday Party. This is a part time position requiring approximately 25 hours The Guest Services Associate reports directly to the Front Desk Manager.

Principal Accountabilities:

- Sells tickets, memberships and retail products when providing support at the Guest Services Desk, Gift Shop and Cafe
- Provides hospitality to children and their caregivers by greeting each visitor, offering information, answering questions, and providing general assistance
- Uses point-of-sale system to sell products to customers, including admission tickets, memberships, and gift shop items
- Balances cash drawers at end of shift and follows cash handling procedures
- Facilitates birthday parties

Responsibilities and Duties:

Front Desk:

- Greet Customers
- Sell admission tickets to guests
- Answer phones
- Answer guest questions
- Assist the Assistant Director of Museum experiences with membership selling and processing

Retail:

- Greet Customers
- Sell museum store products to guests and visitors
- Replenish bags and supplies for daily store operations
- Restock empty sales displays

Birthdays

- Schedule birthday parties for members, take payment and manage calendar

The Mississippi Children's Museum is a 501(C)(3) organization with the mission to create unparalleled experiences to inspire excellence and a lifelong joy of learning.

Management reserves the right to modify, delete, and/or add additional expectations to meet the needs of the Mississippi Children's Museum as necessary.

- Facilitate parties within the birthday party room providing excellent experiences for guests and party

Qualifications:

- 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
- Work flexible schedule including weekends and holidays

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