

Weekend Guest Experiences Manager

The Weekend Guest Experiences Manager assists the Museum Experiences department with admissions and membership point of sale. This position manages birthday party operations and reservations, membership, admission and supports admissions staff. Other functions handled by this position include the sale of tickets, memberships, gift certificates and distribution of information for guests and staff. This person is responsible for making sure that every guest has the best possible experience. This is a full-time position where working holidays and weekends are required. This position reports to the Assistant Director of Guest Experiences.

Principal Accountabilities:

- Uses point-of-sale system to sell tickets, parties, memberships, and retail products when providing support at the Guest Services Desk, Gift Shop and Café.
- Provides hospitality to children and their caregivers by greeting visitors, offering information, answering questions, and providing general assistance.
- Serves as a member of the museum experiences team to accomplish department goals and objectives per the museum strategic plan.

Responsibilities

- Uses point-of-sale system to sell tickets, parties, memberships, and retail products when providing support at the Guest Services Desk with Trading Post items and potentially Red Rocket Café items.
- Actively participates in accurate membership record keeping and assists with monthly reviews.
- Provide support as a manager on duty to part time employees.
- Answer phones and forward calls, as well as greeting and directing guests at the museum.
- Manage information, items, and schedule of events utilizing the front desk as the information hub for the museum.
- Work with other members of Museum Experiences staff and managers, and facilities staff during the weekend opening and closing of the museum.
- Complete assignments in a timely manner and with museum's standards.
- Manage admissions staff – supporting part time employee training on all systems and adherence to employee handbook.
- Oversee the security of cash and ticket media in admissions and membership areas.
- Works with Museum Experiences staff to keep areas work clean and welcoming.
- Assist cash control with reinforcing proper cash handling practices.
- Respond promptly to guest needs providing excellent customer service.
- Perform other duties as assigned.

Hours: Intended schedule is Wednesday through Sunday, with some afterhours events and holidays.

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 for all children. To apply, please submit letter of interest and resume: careers@mcm.ms

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

Qualifications

- Experience with point-of-sale systems
- Experience working with retail
- Excellent customer service skills
- High comfort level working with children and a diverse public
- Ability to work independently with minimal direction
- Proven record of leading in a collaborative work structure
- Good verbal, written, and presentation communication skills
- Experience with negotiation, problem analysis and problem resolution
- Must have ability to prioritize and plan work activities in a timely and efficient manner
- Ability to adapt to changes in the work environment, manage multiple work demands and adjust to delays and unexpected events.
- College Degree preferred

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