



## **Guest Services Associate**

The Mississippi Children's Museum – Meridian seeks energetic, outgoing individuals who want to work in a fun, educational, fast paced environment. This individual provides exceptional customer service daily to our members and museum guests. Guest Services Associates play a key role in facilitating positive experiences for all guests by performing day-to-day tasks, facilitating birthday parties, and assisting with member and partner events. This is a part time position requiring up to 20 hours. The Guest Services Associate reports directly to the Front Desk Coordinator.

### **Responsibilities and Duties:**

- Assist customers at the front desk with ticket sales and retail purchases.
- Demonstrate hospitality to children and their caregivers by greeting visitors, being knowledgeable about daily programming, and answering questions about the museum.
- Schedule and facilitate birthday parties.
- Balance cash drawers at the beginning and end of each shift using proper cash handling procedures.
- Utilize point-of-sale system to sell products to customers including admission tickets, memberships, and retail items.

### **Qualifications:**

- High school diploma or GED required
- Minimum of one year retail, sales, or customer service experience
- Excellent interpersonal and verbal communication skills
- Commitment to excellent customer service and ability to work in a team
- High comfort level working with children and diverse populations
- The ability to work weekends and holidays

*The Mississippi Children's Museum is a 501(c)(3) organization whose mission is to create unparalleled experiences to inspire excellence and 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.*