



Guest Services Associate

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

Responsibilities and Duties:

- Assists customers at the front desk with ticket sales and retail purchases.
- Demonstrates hospitality to children and their caregivers by greeting visitors, being knowledgeable about daily programming, and answering questions about the museum.
- Schedules and facilitates birthday parties.
- Balances cash drawers at the beginning and end of each shift using proper cash handling procedures.
- Maintains a clean workspace at the Front Desk and straightens inventory.
- Utilizes point-of-sale system to sell products to customers including admission tickets, memberships, and retail items.

Qualifications:

- High school diploma or GED required.
- A minimum of one year retail, sales, or customer service experience is preferred.
- Excellent interpersonal and verbal communication skills.
- Commitment to excellent customer service and ability to work in a team environment.
- High comfort level working with children and diverse populations.
- Work flexible schedule including weekends and holidays.
- Ability to bend and lift up to 15 lbs.

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.