MISSISSIPPI CHILDREN'S MUSEUM

Guest Services Associate

The Mississippi Children's Museum seeks energetic, outgoing individuals who desire 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, Gift Shop and Café. This is a part time, seasonal position requiring approximately 25 hours. The Guest Services Associate reports directly to the Assistant Director of Operations.

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

Responsibilities and Duties

Front Desk:

- Greets Customers
- Sells admission tickets to guests
- Answers phones
- Answers guest questions
- Assists the Assistant Director of Operations with the selling and processing of memberships

Retail:

- Greets Customers
- Sells museum store products to guests and visitors
- Replenishes bags and supplies for daily store operations
- Restocks empty sales displays

The Mississippi Children's Museum is a 501(C)(3) organization with the mission of providing unparalleled experiences that ignite a thirst for discovery, knowledge, and learning in all children. To apply, please submit letter of interest and resume to 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.

Updated: 5/6/2024

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 diverse guests.
- Work flexible schedule including weekends and holidays.

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