

Front Desk Attendant

At the Children's Museum of Southern Minnesota, we believe our team is part of something extraordinary. Our Museum is community-built and community-sustained, with a mission to ignite the natural curiosity of every child through the power of play in a dynamic, awe-inspiring environment. As a Front Desk Attendant, you will have the opportunity to perform meaningful work and find enjoyment in the energy this lively environment inspires.

Join our team!

Reporting to the Director of Museum Experience our Front Desk team has the responsibility of working in a fast-paced environment and overseeing the Museum's exhibits and facilities while on duty. Weekday (Tuesday-Friday) and weekend availability are expected, as well as availability for additional hours for special events and programs. This position is a part-time role at 8-16 hours per week. Excellent customer service, a commitment to continued improvement and efficiency of Museum practices, attention to detail, self-motivation and flexibility, and the ability to maintain a positive attitude while dealing with the unexpected should be key attributes that describe you as a worker.

What is important to us

- Maintaining a welcoming and engaging visitor experience
- Providing excellent customer service by ensuring all guests have a fun and memorable visit
- Ensuring the Front Entry, Front Desk, Café, and Restrooms are clean, welcoming, and well-organized.
- Being curious, asking questions, and sharing ideas
- Taking initiative to remain engaged and productive during your shift

Job Responsibilities

Front Desk

- Greet visitors and answer visitor questions.
- Answer phone calls, forward calls to the office when necessary.
- Ensure no children enter or exit the museum without an adult caregiver.
- Ensure no adult enters the museum unless accompanied by a child or museum staff member.
- Make program announcements over the museum intercom system.
- Schedule birthday party reservations.
- Perform basic data entry and reporting.
- Process admission, membership, café, and gift shop sales.
- Monitor hazardous weather and communicate weather conditions to the guest experience team.
- Responsibility for the cash register and the daily Point of Sale (POS) balance
- Verify daily cash drawer and deposit amounts, prepare deposit reports

Café

- Report needs for café, gift shop and Museum forms inventory in a timely manner
- Ensure the aesthetic display of café and gift shop items.
- Follow OSHA and MN Department of Healthy safety and health protocols.

General

- Prepare the Front Desk and Café to open to the public in the morning.
- Shut down and clean the Front Entry, Front Desk, Café, Restrooms, and Coat Area in the evening.
- Ensure Museum facilities are kept clean and well-maintained.
- Assist in effective crisis management and emergency evacuation as a part of the team.
- Be knowledgeable about Museum exhibits, programs, and events.
- Represent the Museum with the highest level of professionalism.
- Communicate and interact effectively and respectfully with Museum guests, coworkers, supervisors and individuals from other organizations
- Other duties as assigned.

Qualifications

- Required weekday and weekend availability.
- Enthusiasm and support for the Museum's mission.
- Experience working with children and families is preferred.
- Experience working with a point of sales system is preferred.
- Have the ability to work under stress, handling situations as they arise and proactively problem solve.
- Basic computer skills are mandatory. Experience working with database or data entry is preferred.
- Commitment to striving to find efficiency and ongoing improvement of all museum practices.

Work Conditions

- Job requires exerting up to 10-20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Job requires working in a fast-paced environment with some exposure to high levels of auditory and visual stimuli.
- Job requires a high degree of interaction and engagement with children and adults.
- Job requires the handling of mainly pre-packaged food and beverage items. Must comply with all Minnesota Department of Health guidelines.

About the Children's Museum of Southern Minnesota

The Vision for the Children's Museum of Southern Minnesota is to be a catalyst for building a stronger, more vibrant community around play so that all children in our region share in a bright future of opportunity and well-being. Located in Mankato, Minnesota, the Museum welcomes nearly 100,000 visitors and maintains over



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2,100 memberships annually, and continues to be a resource for the region, providing the opportunity to experience the joy of learning through the power of play to all children and families.

The Children's Museum of Southern Minnesota is an equal opportunity employer.

To apply, please send your resume to the Director of Museum Experience, Kathleen Burns at Kathleen.burns@cmsouthernmn.org

PLAY. IT'S WHAT WE DO.