

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.

Join our team!

Reporting to Guest Engagement and Play Coordinator, the Front Desk Attendant is a part-time, non-exempt position averaging 20 hours/week. This position is eligible for our SIMPLE IRA matching program and staff discounts. The Museum looks for candidates with Core Values of Ignite Curiosity, Passion for Play, and Thrive in the Unexpected. Candidates for this position should be committed to being innovative and create ways to support these values. Further, as the Museum is a growing, inclusive organization, any candidate should be open to performing a variety of tasks.

Hourly Wage: \$16/hour

Job Responsibilities

- Greet visitors and answer questions at the Front Desk
- Answer and forward phone calls to the office
- Ensure no children leave the front entryway without an adult
- Perform basic data entry and reporting as requested
- Process admission, membership, café and gift shop sales
- Responsibility for the cash register and the daily Point of Sale (POS) balance
- Work extensively with Roller software
- Verify daily cash drawer and deposit amounts, prepare deposit reports
- Maintain a clean and sanitary front entry, front desk, café and restrooms during open hours, restocking and taking out garbage as needed
- Take birthday party reservations for the Museum
- Report hazardous weather updates as needed to office staff
- Reports needs for café, gift shop and Museum forms inventory in a timely manner
- Ensures the aesthetic display of café and gift shop items
- Performs the best safety and health protocols
- Is available on weekends, evenings and for special events/programming
- Assist in effective crisis management/emergency evacuation plans as a part of the team
- Represent the Museum with the highest level of professionalism
- Perform all physical and mental demands needed for this position
- Communicate and interact effectively and respectfully with Museum guests, coworkers, supervisors and individuals from other organizations
- Other duties as assigned

Qualifications

- Job requires weekday and weekend availability
- Experience with a point of sales system
- Exceptional customer service
- Ability to hand challenging situations and effectively triaging them as they arise
- Enthusiasm and support for the Museum
- Commitment to striving for 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 ability to work independently
- Job requires the ability to sit or stand for the duration of the shift as you manage between the front desk and café spaces
- 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 1,700 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.

Apply Today!

Please submit your resume and references to Heather Otto, Vice President of Operations at heather.otto@cmsouthernmn.org.