



Front Desk Staff

Reporting to the Director of Marketing, Sales, and Service, the Front Desk Staff is the first point of contact for Museum visitors. This customer-focused person is dependable, self-motivated and flexible, and maintains a positive attitude while dealing with the unexpected. The Front Desk Staff oversees the Museum's front desk, café, and gift shop while on duty.

Duties:

- Greeting visitors and answering questions at the Museum's front desk.
- Providing excellent and enthusiastic customer service.
- Performing basic data entry and reporting, as requested.
- Admission, membership, gift shop, and café sales.
- Responsibility for the cash register/POS balance.
- Working extensively with Altru software.
- Verifying cash drawer ties out with deposit amount and prepare deposit reports.
- Completing tasks related to new or renewing Museum memberships as requested.
- Keeping self abreast of Museum activities and events.
- Maintaining clean and sanitary front entry, front desk, café, and restrooms during open hours, restocking supplies and taking out garbage as needed.
- Reporting needs for café, gift shop, and Museum forms inventory in a timely manner.
- Ensuring the aesthetic display of café and gift shop items.
- Availability on weekends, evenings, and for special events and programs.
- Assisting in effective crisis management/emergency evacuation plans as part of the team.
- On occasion, may fill in on the gallery floor as a Playworker.
- Representing the Museum with the highest level of professionalism.
- Performing physical/mental demands in the work environment required for this position.
- Communicate and interact effectively and respectfully with visitors, co-workers, supervisors, and individuals from other organizations.

Qualifications:

- Enthusiasm and support for the Children's Museum of Southern Minnesota.
- Experience working with children and families is preferred.
- Interest in working with children and families, and as a member of a team.
- Ability to work under stress and to handle situations as they arise, and proactively solve problems.
- Basic computer skills are a must. Experience working with database or data entry is preferred.

Work Conditions:

- Job requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Job requires the ability to stand and walk for long periods of time.
- Job requires a high degree of interaction and engagement with others.

This non-exempt part-time position is expected to vary between 5 – 15 hours per week. This position is not eligible for benefits, PTO, or holiday pay. This position is eligible for overtime.

Please submit application and cover letter to brenda.allen@cmsouthernmn.org