**Job Title: Guest Services Assistant**

**Department:** Volunteer, Guest Services, Museum Store

**Classification:** Hourly

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Position Summary:**

A Guest Services Assistant (GSA) is responsible for creating a positive impression of the Museum in the minds of guests and volunteers. GSAs man the front desk, answer phones, supervise volunteers, tidy the Museum exhibits, assist with program facilitation, tidy the Museum Store and accomplish other duties as assigned from time to time.

GSA is a part-time, hourly position reporting to the Museum Store Manager. In the absence of a Museum Store Manager, the GSA reports to the Executive Director.

**Duties:**

* Greeting, Orienting, and Onboarding Guests (including Point-of-Sale entry, zip code collection and obtaining/recording other key data)
* Answering phones, answering questions and routing calls to appropriate staff
* Cash Handling (check and cash)
* Credit Card processing (Visa and Mastercard through a separate terminal) including double entry of payment amounts into the POS program
* Membership sales, paperwork, POS and inhouse database update
* Opening/Closing procedures including basic cleaning tasks
* Stocking store as requested by the Museum Store Manager
* Cleaning/tidying store shelves during slow times
* Cleaning before and after hours according to the Master Cleaning Schedule
* Tidying Museum in slow times
* Washing exhibit components such as blocks, playfood, magnets, etc in slow times
* Assisting in preparing materials for/conducting programs as needed
* Other duties as assigned by the Executive Director

**Supervises:**

Volunteers (as needed).

**Education, Licenses, Certifications and Experience:**

* Passion for the Museum’s mission
* Friendly demeanor
* Customer Service Savvy

**Knowledge, Skills and Abilities:**

* Excellent written and verbal communication skills
* Ability to develop and maintain constructive and cooperative working relationships within the organization, and with stakeholders
* Creativity
* Ability to work independently and as part of a team
* Ability to set priorities and manage multiple projects
* Ability to learn applications software, relational database experience is helpful

**Other Information:**

This position requires the ability to work a flexible schedule including morning, evening, and weekend hours. There may be multiple GSAs during the peak season with each handling either front desk or assisting with program facilitation. In the off-season one GSA will man the front desk. Ideally, a GSA can open, operate and close the museum without supervision.

**Physical Requirements:**

* Works in well-lit office environment
* Routinely sits, stands, walks throughout the work day.
* Routinely bends, stoops and stretches throughout the day
* Ability to lift up to 25 pounds

*This description is not an exhaustive list of all duties and responsibilities. This description can be amended or changed at the discretion of the Great Lakes Children’s Museum as circumstances dictate.*