

9.28.2022
Job Description
ADMISSIONS STAFF



THE RALPH C. WILSON, JR. CHILDREN'S MUSEUM

POSITION REPORTS TO

Director of Guest Services & Engagement

POSITION SUMMARY

Under the direction of the Director of Guest Services & Engagement, the Admissions Staff provide a quality visitor experience to children and their caregivers through welcoming and directing visitors, enforcing policies, accurately responding to questions, selling admission tickets and memberships, as well as providing information on programs, events, and general information.

ESSENTIAL FUNCTIONS

- ✓ Operate the Museum's front desk and provide positive customer service experiences to all Museum guests
- ✓ Provide information and answer questions
- ✓ Greet and direct visitors
- ✓ Communicate Museum standards and policies
- ✓ Daily use of admissions software
- ✓ Answer phones and direct calls
- ✓ Verify, sell and assist with memberships
- ✓ Assist in lost child/caregiver response
- ✓ Keeps up to date on Museum policies, programs and special events
- ✓ Helps to maintain a clean surrounding space for visitor comfort and safety
- ✓ Understand and stay current with exhibit and program initiatives
- ✓ Other duties as assigned.

QUALIFICATIONS

- ✓ High School diploma or GED required. Bachelor degree preferred
- ✓ Experience working with children
- ✓ Customer service experience required
- ✓ Excellent personal communication skills
- ✓ Basic computer skills and ability to operate and program a cash register and handle cash and credit transactions
- ✓ Requires moderate physical effort (ability to lift up to 50 pounds on a regular basis) including physical and mental stamina necessary in interacting with people for long periods of time. This position requires high energy and interest interacting with visitors while stationary and /or moving throughout the museum. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Please email cover letter, resume, and references to: careers@exploreandmore.org