

## Job Description

### **Guest Services Coordinator**



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

#### Position Reports To

Director of Guest Services & Engagement

#### Position Summary

A key position with the Museum, the Guest Services Coordinator is committed to creating the best possible guest experience for all visitors. As a front-line ambassador, the Guest Services Coordinator will provide assistance across in-person, phone, and online channels.

Explore & More-The Ralph C. Wilson, Jr. Children's Museum has as its mission to provide best-in-class play experiences where all children, families and the community can explore, learn, and develop together. Explore & More fosters and supports its commitment to equity, diversity, and inclusion.

#### Essential Functions

- Provide best-in-class guest services to Explore & More visitors.
- Effectively communicate with both guests and museum colleagues.
- Be first to respond to problems faced by frontline staff and visitors by contacting other museum staff members, security, etc. as appropriate.
- Field calls and emails regarding visitor information.
- Manage daily opening and closing procedures at the Admissions Desk.
- Schedule Admissions Staff and team to support Admissions Desk.
- Support Director of Guest Services & Engagement in on-going evaluations of guest experience.
- Perform customer service training to Admissions Staff.
- Support the Database & Membership Coordinator regarding museum memberships and offerings.
- Oversee configuration of POS and database for ticket sales and guest services.
- Support database clean up in relation to visitors.
- Perform clerical tasks to support administrative operations as needed.
- Other duties as assigned.

#### Retail Store

- Ensure retail area is clean and well-stocked.
- Interact with shoppers to ensure they are served and assist them with purchases.
- Conduct regular inventory of retail products.
- Work with Director of Guest Services & Engagement to offer new products and brands.
- Assist with the re-ordering of existing products.

#### Qualifications

- High School Diploma or Equivalent, Associate Degree preferred.
- Ability to work flexible schedule including nights and weekends.

- Knowledge of the Microsoft Office software including Word, Access, Excel and PowerPoint, as well as a working knowledge of Outlook is essential.
- Highly organized, detail oriented
- Strong project management skills with the ability to produce high quality work in a fast-paced, collaborative, team environment while meeting deadlines.
- 2 years-experience preferred in customer service.
- Ability to communicate effectively both to other members of staff, outside colleagues and members of the public.
- Ability to solve problems, anticipate future needs and be self-motivated.

Resumes may be submitted to Danielle Gmerek at [dgmerek@exploreandmore.org](mailto:dgmerek@exploreandmore.org).