

PART-TIME ADMISSIONS STAFF



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

POSITION REPORTS TO

Director of Guest Services and Engagement

POSITION SUMMARY

Explore & More – The Ralph C. Wilson Jr. Children's Museum (E&M) is dedicated to hands-on learning in the arts and sciences through seven educational play zones that highlight the Western New York Community. We serve children, caregivers and educators through Museum visits and outreach programs.

Under the direction of the Director of Guest Services and Engagement, the Part-Time 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

- Present daily staff updates during opening procedures.
- 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
- Verify 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
- Facilitate and oversee Birthday Parties
- Must be able to work weekends and some evenings
- Other duties as assigned.

QUALIFICATIONS

- High School diploma or GED required. Bachelor's 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.

Salary Range: \$15.50 - \$17.00 hourly