



**Children's Museum**  
*of Southern Minnesota*

224 Lamm Street  
Mankato, MN 56001  
cmsouthernmn.org  
507.386.0279

## 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.

**PLAY.** It's what we do.



**Children's Museum**  
*of Southern Minnesota*

224 Lamm Street  
Mankato, MN 56001  
cmsouthernmn.org  
507.386.0279

- 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 currently expected to vary between 5 – 15 hours per week, with the possibility of increased hours in the future. This position is not eligible for benefits, PTO, or holiday pay. This position is eligible for overtime.

Please submit application and cover letter to [hr@cmsouthernmn.org](mailto:hr@cmsouthernmn.org)