

## Front Desk Attendant

At the Children's Museum of Southern Minnesota, we believe our team is part of something extraordinary. Our Museum is community-built and community-sustained, with a mission to ignite the natural curiosity of every child through the power of play in a dynamic, awe-inspiring environment. As a Front Desk Attendant, you will have the opportunity to perform meaningful work and find enjoyment in the energy this lively environment inspires.

### ***Join our team!***

Reporting to the Director of Museum Experience our Front Desk team has the responsibility of working in a fast-paced environment and overseeing the Museum's front desk, café and gift shop while on duty. Weekday (Tuesday-Friday) and weekend availability are expected, as well as availability for additional hours for special events and programs. This position is a non-exempt, full-time role at 30 hours per week. This position is eligible for benefits, including a matching SIMPLE IRA plan, vacation, sick leave, and holidays. Excellent customer service, a commitment to continued improvement and efficiency of Museum practices, attention to detail, self-motivation and flexibility, and the ability to maintain a positive attitude while dealing with the unexpected should be key attributes that describe you as a worker.

### **Job Responsibilities**

- Greet visitors and answer questions at the Front Desk
- Answer and forward phone calls to the office
- Ensure no children leave the front entryway without an adult
- Perform basic data entry and reporting as requested
- Process admission, membership, café and gift shop sales
- Responsibility for the cash register and the daily Point of Sale (POS) balance
- Work extensively with Altru software
- Verify daily cash drawer and deposit amounts, prepare deposit reports
- Maintain a clean and sanitary front entry, front desk, café and restrooms during open hours, restocking and taking out garbage as needed
- Take birthday party reservations for the Museum
- Report hazardous weather updates as needed to office staff
- Reports needs for café, gift shop and Museum forms inventory in a timely manner
- Ensures the aesthetic display of café and gift shop items
- Performs the best safety and health protocols
- Is available on weekends, evenings and for special events/programming
- Assist in effective crisis management/emergency evacuation plans as a part of the team
- Represent the Museum with the highest level of professionalism
- Perform all physical and mental demands needed for this position



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- Communicate and interact effectively and respectfully with Museum guests, coworkers, supervisors and individuals from other organizations
- Helps on the floor as a playworker as needed
- Other duties as assigned

### **Qualifications**

- Required weekday, Thursday evenings and rotating weekend availability
- Enthusiasm and support for the Museum's mission
- Experience working with children and families is preferred
- Have the ability to work under stress, handling situations as they arise and proactively problem solve
- Basic computer skills are mandatory. Experience working with database or data entry is preferred.
- Commitment to striving to find efficiency and ongoing improvement of all museum practices

### **Work Conditions**

- Job requires exerting up to 10-20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects
- Job requires a high degree of interaction and engagement with others
- Job requires the handling of mainly pre-packaged food and beverage items. Must comply with all Minnesota Department of Health guidelines.

### **About the Children's Museum of Southern Minnesota**

The Vision for the Children's Museum of Southern Minnesota is to be a catalyst for building a stronger, more vibrant community around play so that all children in our region share in a bright future of opportunity and well-being. Located in Mankato, Minnesota, the Museum welcomes nearly 100,000 visitors and maintains over 2,100 memberships annually, and continues to be a resource for the region, providing the opportunity to experience the joy of learning through the power of play to all children and families.

The Children's Museum of Southern Minnesota is an equal opportunity employer.

Signature \_\_\_\_\_

Date \_\_\_\_\_