

Welcome Center Host
The Children's Museum of Atlanta

Department: Guest Experience

Reports to: Guest Experience Manager

Position Status: Part Time/Non-Exempt/Hourly; Seasonal

Schedule: Varied; some weekdays required; weekends, holidays, and events required

Job Purpose: To deliver superior customer service to our Museum guests in the Welcome Center and throughout the museum. To help provide a safe, clean, fun, and educational environment for our Museum guests. To promote The Children's Museum of Atlanta's mission and to share our Core Values and Customer Service Standards.

Responsibilities and duties:

Provide superior customer services

- Greet and engage with children and caretakers in an energetic and positive manner
- Communicate museum information, programs, and cost centers fully and accurately
- Sell Museum program tickets
- Actively sell Museum Memberships and help reach monthly membership goals
- Provide Farewell Services and concierge type services to guests
- Answer questions accurately and with enthusiasm
- Resolve conflicts appropriately and efficiently
- Provide accurate information regarding museum programming, exhibits, and cost centers

Provide a clean and safe environment

- Properly and helpfully communicate Museum policies to visitors
- Maintain Welcome Center and other front of the house areas
- Assist with separated children and caretakers and with basic First Aid needs
- Communicate with staff regarding any cleanliness issues, repairs, or maintenance
- Process Lost & Found items

Participate in collaboration, growth, and training

- Adhere to museum Core Values and Customer Service Standards
- Follow all museum policies and procedures, and staff expectations
- Attend staff meetings
- Facilitate PLAY by participating in activities and programs
- Other duties as assigned

Qualities needed to fulfill role:

- Demonstrates strong interpersonal skills, maturity, and good judgement
- Capable of communicating well with a diverse range of individuals
- Comfortable around children and their caretakers
- Exhibits patience, even temper, and good manners
- Team-player
- Thorough, pays attention to detail
- Adept at conflict resolution
- Strong problem solving skills
- Dependable math skills

Position Requirements:**Experience**

- Extensive face-to-face customer service experience (minimum 2 years)
- Cash handling work (minimum 2 years)
- Experience working with small children (ages 1-12) and families
- Point of Sale (POS) system experience
- Microsoft Office
- Ticketing/Box Office/Front of House work

Education

- High school diploma or equivalent
- College coursework in hospitality or education preferred

Qualifications

- CPR and First Aid trained (up-to-date certification a plus)
- Excellent customer service and communication skills, any awards or certificates

Please email your resume and three professional references in Word documents or Adobe PDFs to jobs@childrensmuseumatlanta.org using the job title you are applying for as your Subject. All attachments must be submitted with your first initial and last name, for example *J.Doe Cover Letter; J. Doe Resume; J. Doe References*.

NO PHONE CALLS PLEASE