Front of House
Children’s Museum of Atlanta

Department: Guest Experience 35
Approved by:
Reports to: Manager of Guest Experience
Date:
Position Status: Part-time/Non-Exempt/Hourly
Held by:
Schedule: Varied; Weekdays, weekends, events, and holidays required

Primary Role:
To deliver superior customer service and provide a clean, safe, fun, and educational environment to all Museum guests in the Welcome Center, Store, and Security areas.

Responsibilities and Duties:
• Greet and engage with all guests in a cheerful manner
• Communicate Museum information fully and accurately
• Maintain familiarity with store inventory and age relevance in order to provide recommendations
• Conduct transactions
• Actively sell Museum memberships and help reach monthly goals
• Provide farewell services and concierge type services to guests
• Troubleshoot issues
• Maintain a safe environment
• Make sure guests have proper tickets, badge, or staff escort before passing security check point
• Maintain a high level of awareness at all times
• Open and Close Welcome Center, Store, and building daily
• Make announcements as scheduled

General:
• Support Museum Mission and Values
• Follow all Staff Expectations and Policies for role and department
• Present a positive, energetic demeanor
• Know and talk about museum programs, exhibits, and memberships
• Work collegially with diverse team members and guests alike
• Maintain professional behavior acceptable to team members and the general museum culture
• Other duties as assigned

Skills & Requirements:
• Excellent observation skills
• Thorough, pays attention to detail
• Able to work in a multifaceted, team-oriented environment
• Able to use cultural competence with experience serving diverse populations and communities
• Strong oral presentation and communication skills, both verbal and written
• Exceptional customer services skills and experience
• Adept at conflict resolution and problem solving
• Able to work in a flexible, fast-paced environment
• Exhibits patience, professional demeanor, even temper, and good manners in stressful and changing situations
• Sound time-management skills
• Comfortable working with families and young children

**Education & Experience**

• Extensive face-to-face customer service experience (minimum 2 years)
• Cash handling work (minimum 2 years)
• POS system experience required (Altru experience preferred)
• Experience working with young children and families
• Experience working in a fast-paced environment
• High School diploma or equivalent
• College coursework in hospitality or education preferred