

Front of House

Children's Museum of Atlanta

Department: Guest Experience 35

Reports to: Manager of Guest Experience

Position Status: Part-time/Non-Exempt/Hourly

Schedule: Varied; Weekdays, weekends, events, and holidays required

Approved by:

Date:

Held by:

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