

# JOB DESCRIPTION

Job Title: PT Front Desk Assistant

Organizational Relationship: The PT Front Desk Assistant reports directly to the Children's Museum Director and works collaboratively with other Museum Staff. The Front Desk Assistant supervise and coordinate work study students, volunteers, and interns. In addition, they coordinate and collaborates with the Assistant Director and Board of Directors.

## Unique Responsibilities

- Actively collaborates with Assistant Director on planning for and addressing marketing needs.
- Program Posters -- Oversees Development of all posters, delegating when appropriate. Uses poster "master list" to track completion. Leads biweekly printed poster distribution both internal/external. Initiates communication with instructors who design their program posters.
- Social Media –Assists Assistant Director with use of social media, Maintain "master list" for Facebook posts, using industry standards for timing and method of scheduling and posting events for optimal impact. Keep other social media platforms active and updated, such as Instagram.
- Online Listings – Create and maintain "master list" for online community calendars and digital event listings. Ensure timely data entry on all websites for every museum program.
- Monthly e-newsletter -- Oversee design and distribution using Mail Chimp.
- Monitor timely completion of tasks on Weekly Cleaning List and Project List in the office.
- Oversee setup and cleanup of program spaces (classroom, exhibit halls and museum grounds)
- Processes Memberships and send renewal reminders each month.

## Other Responsibilities

- Delegates tasks/projects to work study students, volunteers, interns with direction from Director and Assistant Director.
- Coordinate staffing presence in exhibit halls, conducting walk-throughs every 45 minutes or as needed if no support staff is available (greet guests, safety reminders, exhibit maintenance/repair noted on project list, "reset" and tidy moveable exhibit props, refill consumable materials).
- Complete opening and closing checklist for exhibits and front desk; delegate cleaning and tidying, check quality of work completed by students/volunteers.
- Greets guests in a friendly, informed, and professional manner. Informs guests of the day's events, membership program, and upcoming special programs.
- Monitors children's safe, orderly use of the exhibits, gift shop and lobby area.
- Processes birthday party, field trip booking and class registrations.
- Updates database forms, letters, and tables as directed by Director.
- Assists in the planning and facilitating of some special events.
- Operates cash register and processes closing reports. Answers phones and routes messages to appropriate person.
- Keeps the gift shop, lobby, kitchen, and bathrooms clean, tidy, and well-stocked.
- Orders office & cleaning supplies as needed.
- Setup/cleanup classroom for Simple Birthday Parties – liaison with birthday family.
- Facilitate field trips – Coordinate with lead staff from school on rotation of groups and payment. Welcome students and chaperones and outline museum rules. Ensure supervision of student behavior, keeping children safe and museum property safe.
- Provides other office-related and exhibit-related support as needed.
- Other duties as needed.