

PT Front Desk Assistant Update October 2021

The Front Desk Assistant will ensure that the museum guests have a safe and enjoyable experience from the moment they enter the Museum until they leave again. 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. This position is a part time 20-25 hour a week, key-holding position. Security clearances are required. Every other Saturday and evening hours are required.

Unique Responsibilities

- Providing front desk-customer service, running the register, overseeing the Museum floor, completing day to day operations, and performing opening/closing procedures
- Serves as shift manager
 - 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).
 - Delegate cleaning and tidying
 - Assign daily tasks to staffing on calendar and supervising those tasks to completion (includes work study students, volunteers and interns)
 - Monitor timely completion of tasks on Weekly Cleaning List and Project List in the office.
- Actively collaborates with Assistant Director on planning for and addressing marketing needs.
- Program Posters
 - Oversees Development of all posters, delegating when appropriate, and tracking 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
 - Uses 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.
- Oversee setup and cleanup of program spaces (classroom, exhibit halls and museum grounds)
- Processes Memberships and send renewal reminders each month.

Other Responsibilities

- Processes birthday party, field trip booking and class registrations.
 - Coordination customer payments
 - Sending follow-up and confirmation for events
 - Answering inquires (by phone and e-mail)
- Updates database forms, letters, and tables as directed by Director.
- Assists in the planning and facilitating of some special events.
- Setup/cleanup classroom for Simple Birthday Parties
- 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.