

## **Saturday 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 7-10 hour a week, key-holding position. Security clearances 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.
- 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.
- Oversee setup and cleanup of program spaces (classroom, exhibit halls and museum grounds)

### 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)
- Setup/cleanup classroom for Simple Birthday Parties
- Other duties as needed.