



Front Desk Associate (Part-Time)
((\$22 Per Hour)

Pretend City Children's Museum is a non-profit organization whose mission is to build better brains through fun, whole body learning experiences and empowers children and their grown-ups to meaningfully connect with and expand their world. Designed as an interactive and hands-on museum, Pretend City Children's Museum provides programming, activities and learning opportunities that are not typically offered in schools or readily accessible within the community.

In line with our goals and mission, we are currently seeking a dynamic and customer-focused Front Desk Associate who is responsible for greeting, engaging, and providing a memorable experience to museum visitors. The Front Desk Associate will assist with sales transactions and sharing information about the museum resources and events.

Essential Functions:

- Provides information about museum services, programs, and amenities to enhance the guest experience while maintaining a welcoming environment
- Responds to guest concerns and questions with empathy, and uses customer service skills to find solutions as appropriate; escalates situations to management as needed
- Maintains a thorough knowledge of all front desk processes and ticketing systems, including performing minor troubleshooting when required
- Accurately facilitates daily sales transactions including admissions, memberships, field trips, birthdays, and special program events using the POS system
- Completes daily register functions including closing and balancing drawers, and gathering necessary sales documentation for secure handling
- Supports donation appeals and seasonal promotions as part of the admissions process
- Assists in the collection of marketing and reporting data including demographic information and guest feedback
- Assists phone calls with excellent phone etiquette, addressing guest needs effectively
- Communicates policy updates and museum programs to guests as appropriate
- Performs other duties reasonably related to the position

Essential Qualifications:

- Bachelor' High school diploma or equivalent education or experience
- Minimum one year's experience in Customer Service or Customer Relations field, preferably in a children's museum environment
- Minimum one years' experience cash-handling and sales transaction experience
- Familiarity with data entry processes and attention to detail is essential
- Excellent interpersonal and customer service skills
- Proven ability to build rapport and relationships at all levels, including families with young children
- Proficient with computer programs including Microsoft Office or related software
- Proficient with POS transaction/admissions software, preferably ACME and/or Altru
- Strong basic math skills
- Strong ability to work under pressure in a high-paced, noisy environment

- Ability to understand and follow written and verbal instructions
- Ability to maintain confidentiality
- Demonstrates an ability to take initiative and support teamwork
- Strong ability to maintain positivity and adjust to change
- Demonstrated ability to learn quickly and provide creative solutions
- Fluency in one or more languages, in addition to English, is preferred

****Available to work weekends, holidays, and some evenings as assigned. Scheduled shift times are subject to vary based on operational needs. ****

Application Procedure:

To be considered for this recruitment, please submit a cover letter, resume, and 3 professional references to jobs@pretendcity.org. The email subject line MUST include Guest Services Associate.

Pretend City Children's Museum is proud to be an equal opportunity employer and is committed to actively seek a diverse pool of qualified candidates. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, gender, gender identity or expression (including transgender status), sexual orientation, national origin, ancestry, citizenship status, age, disability or handicap, veteran status, marital status, pregnancy, genetic information, or any other characteristic protected by applicable law.