



Position Title: Guest Services Attendant

Department: Guest Services

Job Status: Full-Time

FLSA Status: Non-Exempt

Reports to: Guest Services Manager

EEOC Job Classification: Front Line Staff

Work Schedule: Varied (as scheduled)

POSITION SUMMARY

Responsible for promoting the Museum's mission by providing quality visitor experience to children and their caregivers through ticket and membership sales, merchandise sales, maintaining a professional environment throughout the lobby.

ADA: REASONABLE ACCOMMODATIONS STATEMENT

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be provided to enable qualified individuals with disabilities to be able to perform the essential functions.

ESSENTIAL JOB FUNCTIONS FOR THE POSITION

- Maintain a working knowledge of current Front Desk Procedures, seeking out methods to enhance and improve guests' Front Desk Experience.
- Greet and welcome each guest.
- Assist Guest Services Manager and other team members in data entry and processing of cMoe Memberships, Field Trips, and cMoe Birthday Parties and other events as assigned.
- Work to create a climate that is conducive to play—behavior that is personally directed, freely chosen and intrinsically motivated.
- Learn about and be prepared to communicate information about Museum artworks and artists, deepening visitor experience and encouraging visual literacy and critical thinking.
- Provide opportunities for families to witness and talk about their play experiences.
- Conduct established procedures for daily operations of the Museum, Gift Shop and Admissions (i.e., guest relations, cash handling, admission/group sales and retail sales).
- Process admissions and retail sales using a computer and point of sale software.
- Solicit Museum Membership sales.
- Answer telephones and provide general Museum and community-related information.
- Maintain a physical environment that is comfortable and engaging for both children and adults; clean and stock lobby to ensure the safety and cleanliness of all public areas.

- Troubleshoot visitor issues and be trained and prepared for emergencies; ensure the safety, orientation, and comfort of visitors. Assist parents/caregivers in administering first-aid and complete incident reports.
- Communicate with the Museum’s maintenance team to identify safety issues.
- Work weekends, holidays, and occasional evenings (for museum after-hour events).
- All other duties as assigned by supervisor or Executive Director.

Experience Requirements

Education High School Diploma or HSE

Certifications/Licenses Valid Driver’s License or Proof of Reliable Transportation

Experience Preference given to applicants with previous cash transaction handling skills. Must enjoy working with children and with the public.

Additional Must successfully pass a background check and drug screen; willingness to work Requirements flexible hours including evenings, weekends, and holidays.

Physical Requirements

- N (Not Applicable)** Activity is not applicable to this position
O (Occasionally) Position requires this activity up to 33% of the time (0-2.5 hours/day)
F (Frequently) Position requires this activity from 33% – 66% of the time (2.5– 5.5+ hours/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hours/day)

Physical Demands		Lift / Carry and Push / Pull	
Stand	F	Lift/Carry 10 lbs or Less	O
Walk	F	Lift/Carry 11 – 20 lbs	O
Sit	F	Lift/Carry 21 – 50 lbs	O
Manually Manipulate / Grasp	F	Lift/Carry 51 – 100 lbs	N
Reach Above Shoulder	O	Lift/Carry Over 100 lbs	N
Climb Stairs	O	Push / Pull 12 lbs or less	O
Crouch / Crawl	O	Push / Pull 13-25 lbs	O
Squat or Kneel	O	Push / Pull 26 – 40 lbs	N
Bend	O	Push / Pull 41 – 100 lbs	N
Other Physical Requirements		Work Environment	
Visual Acuity (see fine details)	C	Exposure to loud noises	F
Ability to Hear	C	Exposure to general public	F
Ability to Read / Write	C	Exposure to slick walking surfaces	F
Ability to Speak	C	Exposure to office equipment	F
Ability to Discriminate Color	F	Exposure to chemicals	O
Ability to use hand tools	O	Exposure to power tools/equipment	N

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. cMoe Management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Employee Signature _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.