|  |  |  |  |
| --- | --- | --- | --- |
| **Above and Beyond Children’s Museum**  **POSITION DESCRIPTION** | | | |
| Salary Minimum: | 12 | FLSA STATUS: | Non-Exempt |
| Salary Maximum: |  | WORK LOCATION: | Sheboygan, WI |
| SHIFT: | Flexible, including evenings/weekends | REPORTS TO: | Director of Operations |
| JOB STATUS: | Part-Time | REVISION DATE: | Feb 29, 2024 |
| DIRECT REPORTING RELATIONSHIPS: | N/A | | |

**Business Title:**

Visitor Service Lead

**Position Summary:**

The Visitor Service Lead will be required to advance the Museum’s mission by providing exceptional visitor service in daily contact with Children’s Museum visitors while upholding the core values of the organization.

**Duties and Responsibilities:**

* Perform daily opening/closing duties through the museum, including routine cleaning throughout shift.
* Process payments for the museum, including admissions, memberships, snack bar sales, birthday parties, field trips, etc.
* Balance cash drawer at shift end and follow cash handling procedures.
* Maintain Welcome Desk, and Lobby: stock brochures, remove trash, set up and remove signage as needed.
* Monitor cleanliness, safety and security, document and report incidents.
* Actively promote the Museum by providing up-to-date information on Museum memberships, birthday parties, programs, events, and activities to visitors.
* Manage guest questions or concerns.

**Job Qualifications:**

* Prefers 1-2 years’ experience in a non-profit organization.
* Must have strong customer service skills.
* Must be able to collaborate with others (including in person) to proactively develop solutions.

**Physical Requirements:**

* While performing the duties and responsibilities of this position, the employee is regularly required to walk, stand, move from place to place, use hands to finger or handle and talk or listen. The employee is frequently required to sit. The employee is occasionally asked to lift, up to 25 pounds. Specific vision requirements for this position include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The employee is required to be able to use all basic office equipment.
* The employee works in a children’s museum and office environment with moderate noise. Occasional travel may be required.
* An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.