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| **Above and Beyond Children’s Museum**  **POSITION DESCRIPTION** | | | |
| Hourly Minimum: | $14 per hour | FLSA STATUS: | Non-Exempt |
| Hourly Maximum: |  | WORK LOCATION: | Sheboygan, WI |
| SHIFT: | Days/Weekends | REPORTS TO: | Director of Operations |
| JOB STATUS: | PT | REVISION DATE: | March 2023 |
| DIRECT REPORTING RELATIONSHIPS: | Visitor Service Lead | | |

**Business Title:**

Membership & Visitor Service Specialist

**Position Summary:**

The Membership & Visitor Service Specialist is responsible for maintaining a positive experience for families at the museum as well as responsible for organizing and maintaining memberships for the museum.

**Duties and Responsibilities:**

* + - * Train, schedule, and coordinate Visitor Service Lead staff schedules to ensure appropriate coverage.
* Establish and maintain processes for Visitor Service Lead staff for events such as field trips and parties.
* Responsible for all records and budgets for welcome desk.
* Create, maintain, update membership databases.
* Provide ongoing communication to members.
* 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:**

* Must have a high school diploma or equivalent
* Two years’ experience in service industry preferred.
* Must have strong communication skills.
* Must have strong organizational skills.
* Must have strong math/cash handling.
* Must be dependable
* 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.