

Position Title: Front Desk Associate
Department: Operations
Reports to: Guest Services Supervisor
Position Type: Part-time, Weekends Only / Non-Exempt
Hourly Rate: \$17 / Hour



Position Summary:

Front Desk Associates are the welcoming face and first point of contact for our museum guests. They set the tone for each visitor's experience and play a vital role in ensuring that every interaction is positive, engaging, and informative. In this role, you will balance customer service with operational support responsibilities to help keep the museum running smoothly each day. These duties include, but are not limited to, resetting exhibits, picking up trash, disinfecting high-touch areas, recycling materials, answering phone calls, scheduling birthday parties and field trips, accepting payment for all points of sales, and other duties. Professionalism, attentiveness, and a strong commitment to customer service are essential. Staff are expected to respond promptly to phone calls and emails, remain present and engaged during shifts, and keep personal devices out of view while on the museum floor. Our ideal candidate is customer-focused, self-motivated, flexible and maintains a positive attitude while dealing with the unexpected.

Position Purpose and Primary Objectives:

Ensure engaged & excellent customer service for ScienceWorks guests while supporting smooth daily operations of the Museum. The primary objectives of this role are:

- Greet and welcome guests in a professional, friendly and courteous manner.
- Provide excellent customer service to all guests.
- Ensure a safe environment by maintaining visitor logs.
- Ensure a welcoming environment by maintaining a happy and friendly attitude.
- Process financial transactions accurately and securely.
- Ensure the exhibits and public spaces are tidy and inviting.

Essential Functions and Duties:

- Answers, screens, and directs phone calls to other staff members.
- Greets guests and provides friendly and helpful information.
- Responds to emails promptly and professionally.
- Processes daily admissions, field trip payments, gift shop sales, membership signups and renewals, camp and event registration support.
- Restocks exhibits and promotional materials daily.
- Accurately maintains all files and records.
- Ensure strong communication and problem-solving skills to de-escalate guests as needed.
- Assists with janitorial duties that includes, but are not limited to, trash removal, sweeping, mopping, disinfecting high-touch surfaces, and organizing materials.
- Provide guidance on museum policies and ensure visitor compliance.
- Ensure multiple daily sweeps of the museum to maintain tidiness.

Required Skills/Abilities:

- Self-motivated, dependable and out-going.
- Ability to interact with guests, facilitate public programming and nurture guest engagement.
- Ability to count money, perform basic math and provide accurate change.
- Core computer skills including Google Suite; database experience not required.
- Basic office equipment skills, including multi-line phone, printer, and credit card machine
- Demonstrated ability to:
 - Effectively explain concepts and share information, verbally and written.
 - Remain cordial and professional at all times.
 - Engage in G-rated language and topics while interacting with guests.
- Excellent organizational skills and attention to detail.
- Committed to teamwork to further the impact of ScienceWorks.

Education and Experience

- High school diploma or equivalent required.
- Knowledge of cash drawer procedures and retail experience
- Work experience with strong emphasis on customer relations and customer service.

Physical Requirements:

- Must be able to traverse the operations facility.
- Must be able to lift up to 25 pounds at a time,

Work Environment & Physical Demands

Duties are performed in office, museum, and outdoor settings. Duties require deskwork and some standing and walking in the building and grounds. Occasional lifting/carrying items weighing up to 25 pounds. **Please see the Physical Demands Checklist below.**

Working hours are based on museum needs. **Our busiest days are Friday, Saturday, and Sunday, and candidates should have regular availability to work during those times.**

Additional shifts may be scheduled based on seasonal demand, weather, school breaks, and special events. Some programs and events require working outdoors.

ACKNOWLEDGEMENT

I have read this job description and understand the responsibilities and requirements of this position.

Print Employee's Name

Employee's Signature

Date

Supervisor's Signature

Date

Science Works Museum retains the right to change or modify job duties at any time. The above job description is not all encompassing. The position requirements may vary or change to accommodate the needs of the business.

Analysis of Physical Demands Checklist

Key (Based on typical week):

N=Never

R=Rarely (Less than 1 hour per week)

0=Occasional (3%-33% of time)

F=Frequent (34%-66% of time)

C=Constant (over 66% of time)

[illegible]