

Bayou Country Children's Museum
Volunteer Personnel

Job Description: This position will be trained in four areas: front desk, gift shop, party host and floor staff. Duties include, but not limited to: greeting and processing guests (both paying visitors and members); computer entry, sales, receiving and displaying merchandise; preparing for, facilitating and cleaning for birthday parties; and engaging with children in the public areas of the museum. This position is responsible for providing friendly, courteous and competent service to all visitors of the museum.

PRIMARY RESPONSIBILITIES:

- Processes visitors in the museum, including paying guests, members, birthday party goers, etc.
- Keep visitors well informed about Museum programs and functions in person and over the phone.
- Resolve visitor questions and concerns and assist visitors in exhibits and programs as needed.
- Secure the Museum's building and grounds daily
- Ensure the cleanliness of the Museum's public areas
- Assists customers in purchasing items.
- Operate point of sale system to check out customers.
- Wraps gifts when needed.
- Maintains a clean work space.
- Performs other duties as assigned.

SERVICE EXCELLENCE:

- Provides prompt, courteous service to all customers. Prioritizes and addresses customer needs and demands in a professional manner, providing follow-up and developing cooperative relationships.
- Identifies opportunities and recommends methods to improve customer service, work processes and financial performance.
- Assists team members in completion of tasks and assignments to ensure continuity of service. Orient new co-workers and actively support team development.

QUALIFICATIONS:

Educational and/or Professional Qualifications:

1. Responsible team player with strong interpersonal skills
2. Work well under pressure and with large crowds; able to assist visitors in emergency situations in accordance with Museum policies
3. Proficient in Word, Excel and internet; accurate cash register and cash handling skills.
4. Physical Activity: sitting and standing, walking, lifting, carrying, pushing, pulling, bending, kneeling, reaching, etc.

Must have professional, friendly, patient and enthusiastic manner and exhibit the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment, accountability, and ownership. He/she must be an ambassador to the community for the museum at all times.

Must pass a background check and be fingerprinted.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.