

JOB VACANCY

Admissions Attendant

Organization Summary

The Children's Museum exists to spark kids' creative learning. As a non-profit charitable organization, we believe in the potential of all children and provide an interactive learning environment that nurtures the power of imagination and spirit of self-discovery.

Position Summary

As a part of the Visitor Experience team, the Admissions Attendant greets museum guests, responds to guest inquiries, answers phone calls and directs as appropriate, and provides outstanding and accurate customer service when processing admissions, gift shop sales, memberships, bookings, and registrations. The ideal candidate will value safety and will ensure everyone who enters the museum is accounted for, and that the Admissions Desk is supervised at all times. As a team player, the Admissions Attendant works collaboratively with other museum staff to create exceptional experiences.

Department: Visitor Experience
Reports To: Museum Services Manager
Hours: 7 – 35 hours weekly (day, evening, and weekend availability required)
Wage: \$15.30-\$16.30 per hour
Start Date: As soon as possible

Responsibilities

	Time
• Selling admissions, memberships, event tickets, and Shop products	40%
• Answering phone calls and fielding customer questions	30%
• Welcoming groups and field trips and processing their payments	15%
• Cleaning and organizing the Admissions Desk, gift shop, and surrounding area	10%
• Other duties as assigned	5%

Education

- Completion of High School
- Post-Secondary education in tourism or business administration is an asset

Experience

- Minimum 2 years of experience with cash registers and/or POS systems
- Experience delivering exceptional customer service
- Experience working with children and families

Skills Required

- Excellent verbal and written communications skills
- Strong numeracy skills
- Sound problem solving skills
- Ability to work in a fast-paced environment
- Detail-oriented with demonstrated ability to multi-task
- Ability to effectively communicate in an enthusiastic and engaging manner with children and adults in a non-traditional educational environment
- Ability to work independently and in a team environment with staff, volunteers, and the general public
- Cultural awareness and sensitivity to working with staff, volunteers, and other stakeholders with a wide variety of needs

Skills Desired

- Ability to work in both official languages an asset

Conditions Of Employment

- Acceptable results on a Police Vulnerable Sector Check (PVSC) and Child Abuse Registry Check

To Apply

- Forward resume and cover letter outlining suitability for this position to Kristen McCowan, Museum Services Manager at kmccowan@childrensmuseum.com
- The Children's Museum is committed to fostering a working environment that supports diversity, equity and inclusion and welcomes applications from all, especially those from under-represented groups. If you require accommodation when applying, please contact kmccowan@childrensmuseum.com

Deadline

- Friday, September 20, 2024 at 4:30PM
- Interviews may be conducted as suitable applications are received