

Front Desk

\$12.00 per hour

10-30 hours per week

Part Time, Non Exempt

Not Eligible for Benefits

Reports to Office Manager

Qualifications: Customer contact experience preferred. Good interpersonal, presentational and communication skills both on phone and in person. Ability to organize and manage multiple tasks. A team player, able to take directions. Must be willing to work nights, week-ends, and some holidays.

Stationed at the front desk at the Tri-Cities Historical Museum, Front Desk Reception Staff greet visitors, and provide directions and precise information about the museum and its programs, exhibits and events. Answering the telephone in a professional and pleasant fashion is one of the duties of the Front Desk Staff. Cleaning of reception areas, exhibits, and restrooms required.

10-30 hours per week, mainly weekends with an occasional week day and evening, permanent year-round position and select holidays (Memorial Day, Fourth of July, and Labor Day).

Duties and Responsibilities

Regular Reception Duties

- Welcome visitors effectively and professionally.
- Polite and positive interaction with visitors and phone callers.
- Answer phone and visitor inquiries and reply to general requests with accurate information. Direct all other inquiries to appropriate staff member.
- Assist with museum gift shop purchases and transactions by visitors.
- Maintain records of visitor attendance on designated forms.
- Maintain safe and clean reception area and reception equipment.

General and Clerical Duties

- Assist where needed with exhibit openings and other events.
- Assist with bulk mailings as needed.
- Perform other duties as requested or approved by the Director.
- Light cleaning duties, maintenance of bathroom supplies, trash removal.
- Event set-up and tear-down.

Front Desk Reception Staff reminds visitors of the museum rules while exhibiting a friendly, helpful and welcoming personality. Because of this special role, Front Desk Staff needs to have a highly polished and professional appearance, and needs to be able to talk to all types of people in a friendly, helpful and positive manner. Being sensitive to the needs of the various visitors helps to make their museum-going experience memorable and positive. Front Desk Staff will also help administer the Kids' Programming Theme Days to youth visitors.

The Front Desk Staff also works with the Museum Store, and is a retail sales clerk in the museum's gift shop, greeting and assisting museum visitors. Duties include processing retail sales and completing cash register transactions, and helping customers with purchases. Being knowledgeable about the gift shop merchandise is helpful, so that the Front Desk Staff can guide the customer to the appropriate product.

Skills Required

Having excellent and friendly communication skills is key to the position. Besides being professional, being punctual is also required, as the Front Desk Staff needs to be at the front desk before the museum opens.

Museum Front Desk Staff must be organized and detail-oriented. Operating basic office computer software and doing basic mathematical calculations are some of the required skill sets. Besides retail and ticketing knowledge, knowing computer office software (such as MS Office and Point of Sale software) and being able to do basic office tasks is also necessary.

Some heavy lifting may be required, as large boxes containing newsletters, brochures, cleaning supplies and gift shop inventory may have to be moved.

Must be 18 years of age. A high school diploma or equivalent, Interest in history is also an advantage. Retail shop clerk experience is beneficial. Additionally, having experience working with the public and in office administration is a plus. Having some museum experience is also a plus.

Please submit a resume, cover letter and 3 references to **kdamian@tchmuseum.org** with your interest in this position.