

JOB OPENING

PEORIA PLAYHOUSE CHILDREN'S MUSEUM

ADMISSIONS AND RETAIL ATTENDANT

POSITION: PART TIME / PAY RATE: \$10.00 PER HOUR

REQUIREMENTS

- High school diploma or equivalent required. Some college preferred. Extensive experience in a similar role may be substituted for all or part of the educational requirements.
- Minimum of one year experience in a customer service role, ideally a museum or other visitor attraction setting.
- Must have excellent customer service, problem solving and organizational skills.
- Must have experience or interest in working with children and families in a highly diverse informal educational setting.
- Practical understanding of ages and stages of child development.
- Knowledge of basic telephone and PC functions including Microsoft Office.
- Ability to maintain focus and professional demeanor in a highly demanding atmosphere.
- Ability to create an atmosphere of teamwork and positive energy among staff and volunteers. Experience working as or with volunteers preferred.
- Ability to manage multiple tasks simultaneously with a minimal degree of supervision.
- Ability to establish and maintain good working relationships with co-workers and the general public.
- Must be able to interact effectively and respectfully with adults as well as children of all ages.
- Must demonstrate an ongoing commitment to learning and innovation.

DUTIES

- Open and close Welcome Desk computer systems according to defined procedures.
- Perform cashier duties including handling cash, check and charge transactions.
- Promote and sell PlayHouse Children's Museum admissions, memberships and programs.
- Clean and maintain an organized and well-stocked front desk area and assist in exhibition cleaning and organizing on a daily basis. Perform spot cleaning in other areas as needed.
- Interact with museum visitors by answering questions about the Peoria PlayHouse Museum, Peoria Zoo and Luthy Botanical Gardens programs and ticket options.
- Interact with the general public and privately booked groups, school groups, and birthday parties and ensure an excellent experience for all visitors.
- Light clerical work: answering and directing phone calls, data entry and other duties as assigned.
- Check in and direct guests for museum workshops and programs.
- Manage lost and found area.
- Attend all staff meetings and trainings as required.
- Perform all other duties as assigned.

OTHER

- Typical work hours are assigned and performed during the 8am – 5pm time period while the facility is open, seven days per week. Some hours will be assigned outside after 5pm for events and programs, as necessary.
- Includes weekdays, weekends and some evenings and holidays.

