

Museum of Discovery

Part-time Admissions/ Explore Store Clerk



Job Summary: The Admissions/Gift Store Clerk is an important part of our team who is the first person our guests interact with as they enter the Museum. This individual must enjoy interacting with the public and our guests in a positive way, even while under pressure. As a representative of the Museum, premium customer service is always required when interacting with our guests. In addition to greeting our guests with a happy demeanor, they will assist with all gift shop and front desk operations and sales, answer incoming calls and assist at the admissions desk and in the store where needed. Must be able to learn and navigate various software and retail programs to competently assist guests with admissions or gift shop purchases. Accuracy and attention to detail is a must.

Schedule: Must be available to work on Saturdays and Sundays as well as one to two days during the week.

Department: Admissions/Explore Store

Reports to: Accounting/Office Manager

Education: High School Diploma

Experience/Skills: POS/cash register experience preferred

Workplace Values:

We are looking for applicants who line up with and exemplify our company values:

- Imagination – We are dedicated to providing an experience that fosters imagination and ignites passion.
- Growth – We are passionate about training our employees and recognizing the uniqueness of everyone.
- Neighborly – We strive for positive relationships, where everyone does their part to make them successful.
- Integrity – We adhere to the highest moral and ethical standards in all that we say and do.
- Teamwork – We are a diverse but unified team, working together to achieve excellence in all that we do.
- Embracing Change – We are always open to new ways to improve employee engagement.

Special Skills:

- Experience with computers in support of retail sales and admission sales
- Strong written and verbal communication skills
- Ability to work under pressure
- Excellent customer service skills – will be dealing with museum guests, donors, members, volunteers, and staff.

Job Responsibilities:

- Opens register for admissions and gift shop and sets up cash drawers for the day's business
- Opens the museum to guests at the established time

- Greets all guests pleasantly, answers their questions and takes steps to enhance their visit to the museum
- Greets and processes group admissions, includes verifying the accuracy of the count and collecting payment
- Answers incoming phone calls, forwards calls and relays messages as needed.
- Sell museum memberships
- Assists with the gift shop operations by conducting demonstrations of products, helping guests, and keeping the store and desk area clean
- Assists the Gift Shop Manager with maintaining a full inventory of product on the shelves, updating displays, and conducting periodic inventory counts as directed

Please send your resume, a cover letter and three references to with subject line Admissions/
Store kberkemeyer@museumofdiscovery.org or by mail to: **(no phone calls please)**

Kerri Berkemeyer

Museum of Discovery

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