



POSITION DESCRIPTION

Position Title: Admissions Facilitator (Cross-trained as Imagination Facilitator)

Reports to: Team Leader A

Summary: To provide all museum visitors with exceptional customer service. Admissions personnel convey the first impression of Discovery Gateway, and a warm and gracious welcome is essential. Admissions Facilitators are expected to become proficient on general admissions, memberships (new/renewals), group admissions, admission upgrades, gift certificates, DG coupons, donor admissions, promotions, service fees, and special passes. Admissions Facilitators ensure that the admissions process is efficient and informative, yet friendly. The proper handling and accounting of Discovery Gateway money is vital. When needed, Admissions Facilitators will also work as an Imagination Facilitator on the museum floor.

Employment Classification: Part-Time, FLSA Non-Exempt Status.

Salary: \$8.00 - \$9.35 hourly, typical work schedule will include weekdays, weekends, evenings, and holidays, to be determined by museum needs. Estimated 24 hours a week.

Supervisory Responsibilities: No supervisory responsibilities

Areas of Responsibility:

Admissions Facilitator

- Providing a fast and gracious point of sale experience.
- Depending upon assigned shift, open or close POS systems and drawers of all registers and reconcile POS drawers.
- Maintain and operate overhead flat screen displays at all POS and info stations.
- Depending upon shift, assures the museum is ready to open, opening the gates and doors or close the museum and gates at the end of the day by following closing and locking checklists.
- Maintain correct currency distribution and drops, brochures and wristband supplies, POS operator breaks and information.
- Back up information desk in delivering PA announcements.
- Process daily closing reports and income sheets.
- Maintain bottom of the safe money and safe security.

Imagination Facilitator (When assigned)

- Approachable and knowledgeable about the museum, its philosophy, exhibits and programs, providing attentive and excellent customer service.



- Exemplary imagination facilitation; model positive, educational, creative and respectful ways to interact with children and their caregivers through play
- Facilitate age-appropriate, exhibit-based activities that engage children and parents/caregivers in the imagination, play and learning experience
- As assigned, facilitate scheduled programming (For example: Curiosity Shop classes and Discovery Carts)
- Support and mentor new Admissions and Imagination Facilitators and volunteers
- Staff birthday parties, school groups, special events and other assignments on an as-needed basis.
- Other duties as assigned.

Qualifications:

- Previous customer service and POS operations experience necessary.
- Must possess leadership and problem solving skills and be customer oriented.
- Must have excellent interpersonal and communication skills.
- Sales experience preferred
- General knowledge of applicable software and systems. College experience preferred; concentration in Education, Child Development, Theater, Art, Recreation, Communication, or related field.
- Demonstrated interest and ability in working with children and families from a diversity of backgrounds.
- Ideal candidate must be a dynamic facilitator, enthusiastic, outgoing, energetic and willing to play and interact with museum visitors.

Working Conditions:

- Ability to cope with the stress of a fast-paced work environment.
- Ability to function in a high-pressure environment and to meet stringent deadlines for completing tasks.
- Ability to walk, stand, and sit (including on the floor) for extended periods of time.
- Must be able to lift and carry supplies weighing at least 30 pounds.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Position requires bending, leaning, kneeling, twisting, and walking.
- Ability to speak concisely and effectively communicate needs.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
- Ability to view data on a computer and/or on paper for extended periods of time.
- Ability to work weekends including Sunday's.