



## POSITION DESCRIPTION

**Position Title:** Admissions Specialist

**Reports to:** Team Leader A

**Summary:** The Admissions Specialist is the lead admissions staff member responsible for ensuring that the process is friendly, efficient, accurate and informative. The Admissions Specialist takes the lead in determining the need for additional check-in lines.

**Employment Classification:** Full-Time Non-Exempt Status.

**Salary:** \$10.00 - \$12.00 hourly, work schedule will be Thursday – Monday with Tuesday and Wednesday off. Sunday is required. Schedule may be adjusted according to museum needs.

**Supervisory Responsibilities:** No direct supervisory responsibilities.

### **Areas of Responsibility:**

#### **Point of Sale and Cash Handling**

- Count and open drawer at the beginning of each shift and count drawer at the end of each shift.
- Accurately enter all transactions for admissions, membership sales, etc.
- Maintain an accurate drawer and follow cash handling procedures
- Assist the Museum Floor Supervisor with maintaining the bottom of the safe money and safe security.
- Assist the closing Museum Floor Supervisor with processing daily closing reports, deposits and income tracking sheets.
- Maintain correct currency distribution and assist in taking deposits to the bank.
- Maintain knowledge of current museum membership, coupon and other admission programs and pricing.

#### **Customer Service**

- Be approachable and knowledgeable about the museum, its philosophy, exhibits and programs,
- Provide attentive and excellent customer service.
- Maintain brochures, wristbands and other supplies,
- Assist in coverage for admissions and membership/information desk staff breaks.
- Back up information desk in delivering PA announcements and answering the phone.
- Take the lead in ensuring that museum donations are being solicited at each transaction and that each non-member guest is offered the opportunity to be a member.
- Share techniques with other Admissions Facilitator Staff on ways in which they can develop their customer service skills in soliciting donations and selling memberships.
- Coach and mentor part-time Admissions Facilitators, under the direction of the Museum Floor Supervisor.
- Other duties as assigned.



### **Qualifications:**

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