

Ann Arbor Hands-On Museum & Leslie Science & Nature Center
Position Description

Job Title: Front Desk

Reports To: Visitor Services Manager

Status: Non-Exempt

Salary: \$15/hour

Revision Date: February, 2022

Position Type & Expected Hours of Work: This is a part-time position with flexible hours. Front desk hours of operations are Tuesday 9:45-5:30, Wednesday 9-5:30, Thursday 9-5:30, Friday 9-5:30, Saturday 9-5:30, and Sunday 9-5:30. Occasional evening and early morning hours are scheduled based on special events.

Summary: The Front Desk team member is responsible for greeting visitors and processing admissions, memberships and store sales. They are the first and last impression that visitors have of the Museum.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provides in-person and over the phone customer service through greeting customers, facilitating sales and answering questions.
2. Greets groups and assists with group or field trip process.
3. Prices new stock, restocks items, keeps Museum store clean and neat, and assists with displays and merchandising.
4. Operates cash register and balancing the cash drawer.
5. Monitors cleanliness and general operations of the lobby area.
6. Handles lost and found process.
7. Other duties as assigned.

Additional Duties

1. Maintains general familiarity with Museum galleries, exhibits, programs and operations.

Supervisory Responsibility This position does not have any supervisory responsibility.

Work Environment The work is primarily indoors in a museum environment with some exposure to dust, fumes and chemicals from exhibit materials. The noise level in the work environment is usually moderate to loud when working with large groups. This role is occasionally exposed to a variety of extreme outside weather conditions when greeting bus groups.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. This is an active role that requires standing for extended periods of time. This role also regularly requires reaching, standing, walking, bending, kneeling, stooping, crouching, crawling and climbing stairs. The employee will regularly lift and/or move items that weigh up to 25 pounds.

Travel No travel is expected for this position.

Required Education and Experience: Experience communicating effectively with adults and children from diverse backgrounds both in-person and over the phone. Positive attitude, patience and understanding in managing potentially difficult situations. Ability to stay calm in emergency situations. Basic math and cash handling skills. Experience with, or the ability to quickly learn, point-of-sale software. Ability to multi-task and handle high volume sales. Ability to work collegially within a small organization. Excellent customer relations orientation.

Preferred Education and Experience: Experience in a Museum, non-profit or customer service environment.

Additional Eligibility Qualifications None