



Above & Beyond Children's Museum

Position Title: Visitor Service Specialist

Above & Beyond Children's Museum (www.abkids.org) is Sheboygan, Wisconsin's longest running children's museum. Our mission is to be a special place for children and their families where play and education connect through exploration and discovery. We are committed to ensuring all children and families in Wisconsin and beyond feel welcomed at the Museum, that play is accessible for all, and that our programming and events provide opportunities to connect our community through play and education.

Position Summary:

Advance the Museum's mission by providing a positive guest experience and modeling exceptional visitor service in daily contact with Museum visitors.

Reports To: Visitor & Volunteer Services Manager

Classification: Part-Time Non-Exempt, 20-25 hours per week

Compensation: \$10 per hour

Duties and Responsibilities:

1. Adhere to the Museum core values and visitor service standards
2. Greet and orient guests with enthusiasm and energy
3. Perform daily opening/closing duties through the Museum, including routine cleaning throughout shift
4. Process payments for the Museum, including admissions, memberships, snack bar sales, birthday parties, field trips, etc.
5. Balance cash drawer at shift end and follow cash handling procedures
6. Answer phone calls; refer callers appropriately
7. Answer questions accurately and with enthusiasm
8. Amicably resolve matters with dissatisfied guests
9. Maintain Welcome Desk and Lobby: stock brochures, remove trash, set up and remove signage as needed
10. Monitor cleanliness, safety and security; document and report incidents as appropriate
11. Remind guests of Museum policies when needed
12. Actively promote the Museum by providing up-to-date information on Museum memberships, birthday parties, programs, events, and activities to visitors
13. Additional duties as assigned by Visitor & Volunteer Services Manager



To Apply:

Send resume to Andrew Olenick at andrew@abkids.org.

Above & Beyond Children's Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.