

Position Title: Front Desk Associate
Department: Operations
Reports to: Operations Manager
Position Type: Part-time / Non-Exempt



Position Summary:

The Front Desk Associate works within the Operations Department. Their duties encompass all public-facing operations including customer service, exhibits, facilities & maintenance, public programs, events, and indoor/outdoor space.

Position Purpose and Primary Objectives:

Ensure engaged & excellent customer service for ScienceWorks guests while supporting smooth daily operation of the Museum. The primary objectives of this role are to ensure that:

- ScienceWorks guests feel welcome and well-informed
- Financial transactions are processed accurately and securely
- The exhibits and public spaces are tidy and inviting

Essential Functions and Duties:

- Provides excellent onsite customer service
- Answers, screens, and directs phone calls to staff. Takes accurate notes
- Processes daily admission and gift shop sales, membership signups, and event registration support for patrons
- Keeps hands-on exhibits stocked with supplies, and keeps public spaces clean
- Performs administrative and clerical support tasks including basic filing and accurate record-keeping
- Continuously improves through feedback from patrons and coworkers
- Accepts and performs other assignments as directed by leadership

Required Skills/Abilities:

- Cheerful and upbeat personality
- Ability to count money, perform basic math and provide accurate change
- Core computer skills including Google Suite; database experience a plus
- Basic office equipment skills, including multi-line phone, printer, and credit card machine
- Demonstrated ability to
 - Effectively explain concepts and share information, verbal and written
 - Prioritize tasks

- Remain cordial and professional at all times
- Excellent organizational skills and attention to detail
- Committed to teamwork to further the impact of ScienceWorks

Education and Experience

- High school diploma or equivalent required
- Exceptional work experience with strong emphasis on customer relations and service
- Preference for candidates who speak a second language

Physical Requirements:

- Must be able to traverse the operations facility
- Must be able to lift up to 25 pounds at a time

Work Environment & Physical Demands

Duties are performed in office, museum, and outdoor settings. Duties require deskwork and some standing and walking in the building and grounds. Occasional lifting/carrying items weighing up to 25 pounds. **Please see Physical Demands Checklist below.**

Working hours depend on Museum needs. The Museum is busiest on weekends, school breaks, and some evenings. Some programs require working outdoors.

ACKNOWLEDGEMENT

I have read this job description and understand the responsibilities and requirements of this position.

Print Employee's Name

Employee's Signature

Date

Supervisor's Signature

Date

Science Works Museum retains the right to change or modify job duties at any time. The above job description is not all encompassing. The position requirements may vary or change to accommodate the needs of the business.

