Front Desk Attendant

The Front Desk attendant functions as a first point of contact for museum visitors and callers to our switchboard. The role is to actively greet visitors and callers, determine the reason for their visit or call, and provide the necessary information to orient them to their destination. The Front Desk attendant also provides information to visitors and callers about the daily calendar of classes, meetings, events, tours, and exhibits at the Museum, and records accurate daily attendance counts of visitors to our facility. As cashier the attendant also transacts payments for registrations, gallery sales, and retail sales in our gift shop. Strong communication skills and an ability to interact effectively with the public are essential to this position. This position includes event work, tours, weekend, and evening hours. This position does not exceed 30 hours per week without pre-approval.

Duties and Responsibilities

Guest Services

- Greet and orient visitors
- Answer phones and direct calls
- When individuals visit the museum, identify their membership status by card or through search in database; renew memberships for lapsed members, and sell memberships to new members
- Promote EAM events
- Communicate with Manager of Facilities as needed to maintain a secure environment
- Monitor security cameras and alert staff to any issues
- Process reservations and registrations
- Keep personal credit card information recorded on forms securely stored
- Keep information kiosk stocked
- Review museum calendar daily
- Audio/visual operations

Membership

- Sell memberships to non-member visitors
- Work with the Director of Finance to print memberships, including new memberships and renewals
- Distribute printed memberships in-person or by mail for memberships purchased or renewed online, over the phone or through the mail

Data collection
- Collect daily data, including but not limited to, visitors, volunteers, work study participants, and other information as directed
- Record attendance daily
- Provide monthly report at All-Staff Meeting

**Cashier**

- Responsible for all transactions made at the front desk, including payments made by cash, check, credit cards, and gift certificates
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Maintain excel spreadsheet used for tracking gift certificates by updating information when issuing or accepting gift certificates
- Count and enter cash donations daily at end of shift
- Place gift shop orders
- Process incoming merchandise counting it against invoice
- Create and update buttons in POS system as needed for classes, memberships, event tickets
- Enter gift shop merchandise into POS creating new buttons as needed and tabulating cost + 100% + shipping markup
- Tabulate updated cost + 100% + shipping mark up for restocked items
- Maintain records of past merchandise invoices
- Maintain gift shop displays

**Rentals and events**

- Attend events as scheduled, assisting the Special Events Manager
- Assist with set-up as required
- Maintain a safe environment for exhibits and guests
- Secure the facility at end of event

*This position description in no way states or implies that these are the only duties to be performed by the incumbent. Employees are required to follow any other job-related instruction and to perform any other duties as required by their supervisor, or as become evident.*

**PAY SCALE:**

Hourly position, evenings and weekends

Pay range between $8.00 and $12.00.
QUALIFICATIONS:

Previous customer service, sales experience, attention to detail & familiarity with G-suites preferred.

APPLICATION PROCEDURES & TIMING:

Cover letters and resumes should be submitted to the Erie Art Museum.