

PLEASE TOUCH MUSEUM®

Position Description

ADMISSIONS LEAD CASHIER

Reports To: Manager, Admission

Department: Visitor Services

Division: Finance & Administration

Direct Reports: None

FLSA Status: Non-Exempt

Grade:

Expansion/Grant: No

Effective Date:

Status: Full Time

Hours/Week: 37.5

POSITION SUMMARY:

With the anticipated completion of Please Touch Museum's expansion and relocation to Memorial Hall, in Fairmount Park, the Museum seeks an Admissions Lead Cashier to assist with the anticipated expanding audience and increased need for superior customer service resulting from this transformation. The Museum's business plan projects an increase in attendance from approximately 181,000 to 500,000 in the first year of operation.

Primary responsibilities include being an active Admissions Cashier, providing efficient, quality service to both internal and external customers. Facilitate visitors' entry into the Museum and accurately and safely handle cash and ticket stock. The Admissions Lead Cashier will also provide information on Museum memberships and sell memberships at the front desk. Additional responsibilities include but are not limited to: administrative duties, supplying change for cashiers, gallery floor coverage, scheduling, recruitment, orientation, training of new employees and special events.

ESSENTIAL FUNCTIONS:

- Deliver proactive visitor service in a professional and welcoming manner;
- Assist Admissions Manager in overseeing the scheduling, training and supervision of Visitor Services front line staff;
- Fill role of direct reports during peak periods and/or as needed;
- Process reports and daily correspondence as needed;
- Implement improved processes to generate best possible workflow;
- Consult with Manager, Admissions on directing and coordinating work assignments;
- Develop reporting for measurement. Evaluate the effectiveness of programs;
- Cross train to act as an Information Desk Host and Retail Cashier;
- Order, track and organize supplies to complete programs;
- Knowledge of emergency action plans;
- Understanding of the layout of the Museum to provide directions for visitors;
- Assist in administrative duties for the Manager, Admissions; and
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Two to four years of experience in program administration;
- Proven excellent customer service skills. One plus years of experience assisting the public;
- Experience working on a ticketing system strongly preferred;
- Cash handling experience and exceptional mathematical skills;

- Excellent interpersonal communication skills with public and co-workers;
- Proven ability to work independently;
- Excellent planning and organization skills needed;
- Good computer skills and familiarity with e-mail communication tools;
- Excellent verbal and written communication skills required;
- Must be flexible with work schedule including weekends, holidays and evenings; and
- Requires considerable movement around the museum to monitor activities.

** General Essential Functions and Qualifications are noted on the attached sheet.

APPLICATION PROCESS:

To apply for this position, please send a cover letter, resume and salary requirements to employment@pleasetouchmuseum.org to mail to Judy Meyers, Human Resources Dept., Please Touch Museum®, 210 N. 21st Street, Philadelphia, PA 19103 or via Fax 215-963-9645

EOE

PLEASE TOUCH MUSEUM®

Universal Position Description

INDIVIDUAL CONTRIBUTOR (No Direct Reports)

MISSION STATEMENT:

To enrich the lives of children by providing learning opportunities through play.

ESSENTIAL FUNCTIONS FOR INDIVIDUAL CONTRIBUTOR:

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership;
- Assist the manager in administration and implementation of all museum policies, procedures and standards;
- Maintain high degree of motivation to provide highest level of customer satisfaction;
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures;
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
Complete assignments in a timely manner and within Museum's standards;
- Consistently work in a positive and cooperative manner with internal and external customers;
- Implement improved processes to generate best possible workflow;
- Ensure performance targets are met;
- Responsible for directing and coordinating work assignments;
- Provide periodic reports; and
- Participate in continuing educational opportunities for personal growth and development.

MINIMUM QUALIFICATIONS MANAGERS:

- Proven ability to work independently;
- Must have the ability to participate effectively in teams;
- Excellent computer skills including email communication tools;
- Must have proven ability to prioritize and plan work activities and use time efficiently;
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events;
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.