



Visitor Services Associate

The London Children's Museum is looking for friendly and detail-oriented individuals to join our team. Visitor Services Associates are the first point of contact for London Children's Museum visitors. Responsible for exceptional customer service, this individual will process admissions, membership sales, store purchases, bookings and registrations. This individual has a positive, visitor-centred approach, enjoys interacting with children, and is highly organized. Our new team members will exemplify our organizational values: **Listen Closely, Stay Curious, Be Awesome, Be Helpful, Dream Big, Include Everyone, and Have Fun.**

Position: Part-time seasonal contract ending June 30, with opportunity for extension; 10-30 hours/week

Compensation: \$17.20/hour

Key Responsibilities:

- Provide an exceptional customer service to all visitors
- Warmly greet visitors, process admission and membership sales, and check-in members
- Confidently handle visitor inquiries and solve problems over email, phone, and in person
- Execute accurate cash handling and point-of-sale procedures
- Develop a thorough understanding of the point-of-sale system
- Support the sale of memberships and data entry of member information
- Maintain accurate filing, data entry, and tracking sheets
- Competently navigate CRM software and ensure accurate data entry
- Accurately convey key messages from the Visitor Services team to visitors and members
- Provide office and administrative support to the staff team, as needed
- Maintain a clean and orderly workspace
- Accept other duties as required

Skills & Requirements

- Experience in customer service, retail, reception, and/or administration
- Demonstrated ability to deliver exceptional customer service
- High attention to detail and outstanding organizational skills
- Excellent time management and multitasking skills
- Ability to work efficiently and problem-solve
- Experience managing cash, debit, and credit card transactions
- Experience with POS and/or CRM systems is an asset
- Flexibility and willingness to adapt to shifting priorities
- Computer proficiency, particularly in Word and Excel

To apply, please email your cover letter and resume to recruitment@londonchildrensmuseum.ca.

The London Children's Museum is committed to creating inclusive employment practices and work environments that celebrate the dignity and uniqueness of every individual. Every effort is made to reduce accessibility barriers during the candidate recruitment and selection process. Accommodations are available during every step of the hiring process.