



Visitor Services Associate (Admissions Attendant)

The London Children's Museum is looking for a positive, professional, and detail-oriented individual to join our team! The Visitor Services Associate is 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 is friendly, enjoys interacting with people, is highly organized, and is able to efficiently multitask. Successful candidates will exemplify London Children's Museum values: **Listen Closely, Be Awesome, Stay Curious, Be Helpful, Include Everyone, Dream Big, and Have Fun.**

Position: 37.5 hours per week from June 24, 2024, to September 1, 2024

Compensation: \$17.00/hr

Key Responsibilities:

- Provide and model extraordinary customer service to all visitors and guests
- Greet visitors and process daily admissions
- Perform reception activities, including responding to phone and email inquiries and processing sales
- Execute accurate cash handling and point-of-sale procedures
- Develop a thorough understanding of the point-of-sale system, Veevart
- Maintain cleanliness of entranceway and main floor eating spaces
- Support the sale of memberships and data entry of member information
- Provide details to visitors about day camps, events, birthday parties, and group visits
- Merchandise and stock the Explore Store
- Greet large groups to communicate daily programming and visit expectations
- Maintain a clean and organized front desk area
- Maintain filing, data entry, and tracking sheets
- Provide office and administrative support to the staff team, as needed
- Accept other duties as required

Skills:

- Experience in customer service, retail, reception and/or administration
- Demonstrated passion for delivering exceptional customer service and interacting with children
- High attention to detail, cleanliness, and outstanding organizational skills
- Ability to self-direct
- Excellent time management and multitasking skills
- Ability to work efficiently and problem-solve on the spot
- Experience managing cash, debit, and credit card transactions
- Flexibility and willingness to adapt to shifting priorities
- Computer proficiency, particularly Word and Excel
- Ability to work in a fast-paced environment
- Weekday, evening, and weekend availability as required



To Apply: Please email your cover letter and resume with the job title in the subject line to recruitment@londonchildrensmuseum.ca by March 2, 2024 at 5pm.

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.