Visitor Services Associate (Reception)
The London Children’s Museum is looking for a positive, professional, and detail-oriented individual to join our team! The part-time 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 able to efficiently multitask. Successful candidates will exemplify London Children’s Museum values: Listen Well, Be Awesome, Stay Curious, Be Helpful, Include Everyone, Have Fun and Dream Big.

Position: Hourly, part-time position with weekend, evening, and some weekday availability.

Key Responsibilities:
- Provide and model extraordinary customer service to all visitors and guests
- Streamline front desk processes and provide instructions for other team members
- 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, DoubleKnot
- Support the sale of memberships and data entry of member information
- Coordinate bookings for day camps, birthday parties, and group sales
- Provide information to visitors about COVID safety protocols and what to expect during their visit
- Merchandise and stock the Explore Store
- 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
- Order and maintain office supplies, distribute mail, and courier delivery
- 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 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: Submit your resume and cover letter to Jamie Fenton at jfenton@londonchildrensmuseum.ca ASAP.

The London Children’s Museum welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.