



Position: Guest Service Associate – Birthday Party Coordinator

Department: Operations

Reports to: Guest Services Supervisor

Date last updated: 10/31/2018

Classification:

This position is classified as 20 hours per week (Part-time); non-exempt

Hourly Range:

\$12.00 to \$15.00

Position Summary:

Assist Science Center visitors in a friendly and knowledgeable manner with ticketing or retail sales support; answer inquiries for information and provide superior guest service. Provide quality service experience to Science Center Birthday party patrons through hospitality, implementation of birthday party policies and guidelines.

Essential Duties and Responsibilities:

Provide Science Center guests outstanding guest service.

Initiate and complete sales transactions accurately and efficiently; and maintain proper cash and media accountabilities at POS registers.

Greet guests, answer phones, suggestive sell and assist with purchase; in a friendly and approachable manner.

Provide outstanding customer standards, solid product knowledge and all other components of Guest Service.

Assist with opening/closing processes.

Handle transactions quickly and accurately, balancing cash drawer, and completing deposit. Provide outstanding guest service at all times.

Stay informed of Science Center exhibits, special events and programs in order to answer customer questions and promote Science Center program attendance.

Keep work area clean and neat at all times.

Maintain an awareness of all product knowledge information, program promotions, and advertisements.

Assist in exhibit moves, merchandising, and display maintenance.

Assist in processing and replenishing/stocking merchandise and monitoring gift shop stock.

Work cooperatively with other team members.

Adhere to all Science Center policies, procedures and operational directives.

Meet with clients to plan all aspects of their party experience, communicating birthday party procedures, objectives, guidelines, and timelines of events. Provide assistance with direction, operation of party and other related questions.

Assist in booking all birthday parties at the Science Center and oversee the monthly birthday party schedule.

Collaborate with the Marketing Department to market birthday parties at the Science Center.

Assist in designing new party themes based on exhibits at the Science Center.

Order party supplies, favors and paper goods, and refreshments.

Provide hospitality to birthday child and family by greeting upon arrival, escorting them through the Science Center to private party room.

The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. The Powerhouse Science Center maintains the right to augment or delete duties and responsibilities as business dictates.

Minimum Qualifications:

Two years of experience in retail or admissions environment and computer aptitude is desired. A high-school diploma or equivalent is required.

Customer Service experience, as well as, experience working with children and families a plus; familiarity with a fast-paced, high volume work environment preferred.

A demonstrated passion for making a difference in our community

Proficiency with Microsoft Office software such as Excel, Word, and other database management software

Experience managing competing priorities and multiple deadlines

Ability to work both independently and with a team

Initiative to establish and maintain effective interpersonal relationships with Powerhouse employees, volunteers, visitors, donors, and community partners

Well-developed organizational skills, time management skills, and attention to detail

Good verbal and written communication skills

Functional Work Characteristics:

Requires sufficient skills to work in a business environment, including organizing, coordinating, exercising daily decision-making, analyzing, and interpreting

Requires effective eye-and-hand coordination and manual dexterity

Requires standing and walking approximately 25% of the time, with regular need to perform physical actions that include sitting, stooping, kneeling, crouching, crawling, reaching, handling materials, pulling, carrying, and pushing

May occasionally require lifting of various materials and equipment to a maximum of 50 pounds

Work Conditions:

Most essential duties are performed in a Science Center and office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting.

Science Center facilities may expose employee to high noise levels, temperature changes, gas and/or electrical exposure, unpredictable ventilation, dust, and physical obstacles.

Work is normally performed in an area of limited privacy.

Employment Screening and Compliance:

Background check required.

Employee must comply with all organizational policies, especially those involving the safety of fellow workers, volunteers, and customers.

Employee must maintain a current and valid driver's license to perform work duties if position requires activities that require travel by motor vehicle, whether personal or company car.

Powerhouse Science Center IS AN EQUAL OPPORTUNITY EMPLOYER

This is a part-time, non-exempt position

No phone calls, please. Applications will be accepted until the position is filled.

If you are interested in this position, please send a cover letter, resume along with three references to Diana Shibko, Guest Services Supervisor dshibko@powerhousesesc.org