



Guest Services Associate & Birthday Party Coordinator

Powerhouse Science Center seeks an enthusiastic and passionate team member to deliver exciting birthday parties while providing friendly customer service. This opportunity involves sharing smiles, laughs, and meaningful memories made. The Guest Services Associate & Birthday Party Coordinator is generally responsible for assisting Science Center guests, keeping accurate records of cash transactions, maintaining gift shop, hosting birthday parties, producing and arranging party material and activities, and coordinating reservations with clients. The weekend hours and weekday flexibility makes this position ideal for a college student.

Department: Operations

Reports to: Guest Services Supervisor

Date last updated: 1/4/19

Classification:

This position is classified as 20 hours a week, Non-Exempt, Hourly.

Hourly Range:

\$12.00 to \$15.00

Work Schedule:

Must be available to work Saturdays and Sundays with one other day during the week. Schedule will vary weekly.

Essential Duties and Responsibilities:

Host Powerhouse Science Center Birthday Parties which includes setting up the party, meeting birthday child and family by greeting upon arrival, escorting them to private party room, hosting the party, and resetting the party room as needed.

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

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

Talk to 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.

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.

Provide Science Center guests outstanding guest service.

Initiate and complete sales transactions accurately and efficiently; also 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.



Assist with POS opening/closing processes.

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

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

Work cooperatively with other team members.

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

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:

A high-school diploma or equivalent is required.

One year of experience working with children and/or families; experience in retail or admissions environment preferred. 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 50% 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@powerhousesc.org