

PLEASE TOUCH MUSEUM®
Position Description

ADMISSIONS CASHIER **

Reports To: Manager, Admission

Department: Visitor Services

Direct Reports: None

Division: Visitor Services

FLSA Status: Hourly Non-Exempt

Grade:

Expansion / Grant: No

Effective Date:

Status: Part-time

Hours / Week: Up to 24 hours

Position Summary:

With the completion of Please Touch Museum's relocation to Memorial Hall, in Fairmount Park, the Museum seeks part-time Admissions Cashiers to assist with the expanded audience and increased need for superior customer service resulting from this transformation.

Responsible for providing efficient, quality service to both internal and external customers. Facilitate visitors' entry into the Museum, accurately and safely handle cash and ticket stock. Provide information on Museum membership and actively sell memberships at the front desk.

Essential Functions:

- Assist visitors in the museum by providing pertinent information in regards to the exhibits and programs;
- Maintain clean and orderly Admissions area.
- Handle cash and admission ticket media in a safe and secure manner;
- Responsible for final count and deposit receipts at the end of the day;
- Warmly greet visitors and provide introduction to the Museum; answer visitor questions;
- Provide information on membership and actively sell memberships at the front desk;
- Provide oversight for front entrance and lobby areas to ensure the space is safe and orderly;
- Record attendance and demographic information of members and guests;
- Ensure that the Museum's rules and safety standards requirements are followed;
- Ensure an understanding of emergency action plans;
- Consistently work in a positive and cooperative manner with all PTM staff;
- Respond promptly to internal and external customer needs;
- Assist in training of new staff;
- Complete assignments in a timely manner and within Museum's standards;
- Validate Parking for Museum guests
- Perform other duties as assigned.

Minimum Qualifications:

- Proven excellent customer service skills. One plus years of experience assisting the public;
- Minimum of one year experience in customer service function;
- Experience working on a ticketing system strongly preferred;
- Requires cash handling experience and exceptional mathematical skills;
- Excellent interpersonal and communication skills with public and coworkers;
- Bilingual skills preferred;
- Demonstrated experience working with children age 1–7 preferred;
- Proven ability to work independently;
- GED or High School Diploma required. Some college courses preferred;
- Must be flexible with work schedule including weekends, holidays and evenings; and
- Requires considerable movement around the museum to monitor activities.

Application Process:

To apply for this position, please send a cover letter, resume and salary requirements to employment@pleasetouchmuseum.org or via Fax 215.581.3182

EOE

** General Essential Functions and Qualifications are noted on attached sheet.

PLEASE TOUCH MUSEUM®

Universal Position Description

INDIVIDUAL CONTRIBUTOR (No direct reports)

Mission:

Enriching The Lives of Children by Creating Learning Opportunities Through Play.

Essential Functions for Individual Contributor:

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership;
- Assist the manager in administration and implementation of all museum policies, procedures and standards;
- Maintain high degree of motivation to provide highest level of customer satisfaction;
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures;
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
- Complete assignments in a timely manner and within Museum's standards;
- Consistently work in a positive and cooperative manner with internal and external customers;
- Implement improved processes to generate best possible workflow;
- Ensure performance targets are met;
- Responsible for directing and coordinating work assignments;
- Provide periodic reports; and
- Participate in continuing educational opportunities for personal growth and development.

Minimum Qualifications Individual Contributor:

- Proven ability to work independently;
- Must have the ability to participate effectively in teams;
- Excellent computer skills including email communication tools;
- Must have proven ability to prioritize and plan work activities and use time efficiently;
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events;
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.