
ADMISSIONS ASSISTANT (PART-TIME)

Reports to:	Manager, Admissions	Department:	MARCOM
Direct Reports:	N/A	Division:	Admissions
FLSA Status:	(Non-Exempt)	Effective Date:	FY19
Status:	Part-Time	Hours / Week:	3 or 4 days weekly 1 weekend day 24 hrs.

Background

Please Touch Museum, the Children’s Museum of Philadelphia (PTM) was founded in 1976 and was the first children’s museum to focus exclusively on young children ages birth to seven. PTM is multidisciplinary, providing exhibits and programs in the visual and performing arts, including theater, music and dance, literacy, humanities, math and science. PTM’s exhibits are themed environments that are hands-on and interactive helping children to learn, develop and practice the skills and social skills they need to be ready for and successful in school and in future careers. The mission of Please Touch Museum is to change a child’s life as they discover the power of learning through play. In 2008 PTM moved to Memorial Hall in Fairmount Park, a National Historic Landmark Building built for the 1876 Centennial Exhibition.

Position Summary:

Admissions Assistant are responsible for providing exceptional customer service to all Museum visitors. Promotes all Museum product including ticket sales, membership, discounts, and programs. Admissions Assistant serve an Ambassador for the Museum, greeting guests, handles payment transactions and answering questions about the Museum.

Essential Functions:

- Greet guests and assist with ticket and/or membership sales.
- Answer visitor questions regarding Museum exhibits and programs
- Provide exceptional customer service to all guests
- Maintain awareness of all products including but not limited to memberships, special events and promotions.
- Reconcile cash, credit cards and coupons before and after each shift
- Actively participate in all training classes and properly implement new skills.
- Assist with Museum project during downtime or as needed.
- Ensure that the Museum's rules and safety standards requirements are followed
- Ensure an understanding of emergency action plans
- Assist in training new staff
- Other duties as assigned.

Minimum Qualifications:

- High School Diploma or GED required
- Associate's degree, or vocational or technical school degree – preferred
- Minimum one year experience in customer service functions
- Requires cash handling experience and exceptional mathematical skills
- Excellent basic computer skills are required
- Experience on POS system strongly preferred
- Must be willing to authorize a criminal background check
- Must be able to work one weekend day and flexible early and late openings
- Experience working in a Museum setting and demonstrating commitment to the job, professionalism, flexibility, great play skills and top-notch customer service.
- Must have previous experience in customer service, preferably in a museum, recreational or hospitality environment.
- Ability to think about the best way to solve a customer service problems and to notice patterns in the customer service issues that arise.
- Able to work well in a team environment
- Excellent verbal skills that demonstrate 5-star customer service skills
- Must be able to maintain an energetic performance throughout the day.
- Excellent interpersonal skills required. Ability to talk in a developmentally appropriate manner with very young children.
- Demonstrate an understanding of the role of museum education in lifelong learning, 21st century skill building and learning through play.

Please Touch Museum offers an excellent working environment and competitive salary. To apply for this opportunity, please mail your cover letter and resume to: Human Resources, Please Touch Museum, 4231 Avenue of the Republic, Philadelphia, PA 19131: Email: employment@pleasetouchmuseum.org fax: 215-581-3182 Office telephone: 215-581-3181 EOE

Posting date: Monday, October 8, 2018