

## **Admissions Assistant**

Reports to Director of Visitor Experiences

The Admissions Assistant is involved in all aspects of visitor services and customer satisfaction, being enthusiastic and proactive about enhancing the quality of the visitor experience at the Discovery Museum. The Admissions Assistant manages the employee front desk spaces of the Museum; interacts with diverse audiences and responds to their needs in a pleasant, thoughtful manner; answers questions about membership, exhibits, Museum campus, events, etc. The Admissions Assistant is the go-to person for front line staff and also communicates and works closely with all other departments— particularly Membership, Marketing, and Education—to help ensure that all visitors have a welcoming, intuitive, and fun visit to the Discovery Museum. The Admissions Assistant acts as point person for all questions regarding pre-visit information such as sales, membership, gift shop, museum information, etc.

### Key Duties:

- Work closely with the Director of the Visitor Experience to implement policies that best serve visitors
- Handle primary monetary transactions with visitors
- Help train admissions desk staff in best practices for welcoming all visitors and initiating an exceptional visitor experience
- Disseminate information about approved policies to all admissions staff
- Maintain a clean and orderly admissions desk, including handouts, rack cards, applications
- Process membership forms in Altru
- Manage the Museum’s visitor survey boxes and regularly send eblast to online survey
- Provide input and feedback to the Director of the Visitor Experience about pricing, hours, and daily operations
- Help to achieve annual Visitor Experiences Objectives which further the Museum’s Strategic Plan
- Coordinate with Education, Marketing, and Membership Departments to implement content and promotion of Museum practices and procedures

### Additional Duties:

- Respond to visitors as needed, including in person and on the phone
- Properly report emergencies and immediate safety issues
- Oversee and support operations of frontline staff during peak visitation periods
- Communicate purchasing needs of visitor consumables, exhibit supply materials
- Support execution of short-term and long-term goals for frontline staff by providing regular and consistent feedback
- Communicate technology needs and issues to supervisor
- Collect visitation data from the Altru system as requested

- Track incoming marketing coupons and rack cards
- Assemble mailings, as requested
- Email coupons to school group and Traveling School Workshop parent survey respondents
- Encourage a pleasant and positive atmosphere for Museum colleagues and visitors
- All other duties as assigned by supervisor

**Work Schedule:**

Wednesday – Friday 8:45am-4:45pm, occasional evenings, and 2-3 weekend days a month, especially during high-visitation times.

**Requirements:**

- Associates Degree or Bachelor's degree and 2+ years professional experience
- Excellent communication skills, both verbal and written
- Outgoing with exceptional people skills and proven ability to interact in a positive manner
- Knowledge of proper cash handling procedures and point-of-sale software experience
- Excellent problem solving skills and attention to detail
- Able to stand for 8 hours at a time, lift 25 pounds, and be comfortable stooping, kneeling, crouching
- Experience in the field of customer service, education, or museums is preferred