



## Front Desk Sales

**Reports to:** Sales Manager

**Work Schedule:** 24 to 40 hours /week; must be available weekends

**Salary:** \$12.00/ hour

### MISSION STATEMENT

To develop innovative problem-solvers through playful learning experiences that strengthen relationships between children and their world.

### ORGANIZATIONAL OVERVIEW

Portland Children's Museum consists of three inter-related entities: (1) the Museum, comprised of indoor/outdoor exhibits and on-site/off-site programs, (2) Opal School, a fee-based preschool and public K-5 charter school, and (3) the Museum Center for Learning, which researches fresh approaches to education and provides professional development for educators. In this description, Museum, School, and Center refer to the specific entity, while Portland Children's Museum (or, "the organization") refers to the whole.

### OUR COMMITMENT TO DIVERSITY AND INCLUSION

In the Portland metro area, 47% of students are children of color. At Portland Children's Museum, we strive to have our guest and school families reflect that diversity, and for our staff and board to be equally diverse. We are committed to eliminating barriers to access and equity and see a diverse workforce as a key step toward this goal. We actively seek to recruit, hire, promote, and retain a diverse workforce—one that welcomes and engages people from every background. We value our staff members, volunteers, and board members, and their individual backgrounds which further our ability to serve and learn from the diverse families that enrich our community. We invite you to join us on our journey.

### POSITION SUMMARY

The Front Desk Sales Rep is responsible for carrying out Portland Children's Museum's mission by greeting Museum guests, meeting sales goals and ensuring the safety and security of the Museum in a fast-paced environment.

### RESPONSIBILITIES:

#### Sales (45%)

- Sell Museum admissions and check in members.
- Promote the Museum by offering yearly memberships to all non-members.
- Encourage membership renewals.
- Offer donation opportunities to all guests during fundraising initiatives.
- Process Museum store sales.
- Process member data and membership packets.
- Follow cash handling procedures.
- Accurately process and account for cash, check and credit card transactions.

#### Customer Service (45%)

- Greet and orient guests, answer questions and notify other staff members when guests arrive.
- Address customer complaints and refer to supervisor or other departments as appropriate.
- Maintain a neat and orderly work area.
- Monitor the cleanliness of lobby and call facilities personnel as needed.

#### **Safety and Security (10%)**

- Monitor the front doors at all times for the safety of our guests, the students and our staff.
- Monitor badges and sign in Opal parents who are picking up the children from school.
- Assist in facility evacuation during drills and emergencies.
- Follow incident protocol.

#### **Qualifications**

##### **Skills**

- 1 year of customer service and sales experience, a plus
- Computer skills sufficient to perform job responsibilities and communicate with other staff, required
- Experience with point of sales systems, a plus
- Experience working with diverse audiences, desired.
- Bilingual, a plus

##### **Competencies**

- Hospitable, welcoming, and outgoing attitude.
- Attention to detail while multi-tasking.
- Flexible and comfortable working in a fast-paced environment and maintaining customer service standards.
- Ability to communicate with customers clearly.
- Strong commitment to diversity.
- Aptitude to work both independently and in cross-functional teams, and to solve problems creatively.

##### **Working Conditions**

- Must be flexible to accommodate temporary shifts in schedule with some early morning, evening, and weekend work required.
- Because we work with children a background check is required.
- Regular and reliable attendance required.

##### **Job Posting details**

##### **TO APPLY**

Send letter of interest, resume and three professional references to: [resumes@portlandcm.org](mailto:resumes@portlandcm.org) with **Front Desk Sales** in the subject line. *NO PHONE CALLS PLEASE.*

Given our commitment to diversity and inclusion, we strongly encourage people of color, LGBTQ, gender non-conforming, and differently-abled people to apply.

EOE/Minorities/Females/Vet/Disability