



**Front Desk Sales-Lead**  
**Sales Department**

**Status:** Full-time, 32-40 per week, non-exempt  
**Schedule:** Varies – includes weekdays, weekends and occasional evenings  
**Reports to:** Associate Director of Sales  
**Compensation:** \$13.50

**MISSION OF PORTLAND CHILDREN'S MUSEUM**

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

**ORGANIZATION OVERVIEW**

Portland Children' Museum consists of three aligned entities: (1) the Museum, where exhibits and programs serve the public both on- and off-site, (2) Opal School, a tuition-based pre-school and K-5 public charter school, and (3) the Museum Center for Learning, which documents and disseminates fresh approaches to education. 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**

At Portland Children's Museum, we welcome and respect all families and all colleagues. We believe every human is curious, creative, and capable, with unique gifts and abilities that the world needs. We value our differences; however they may be expressed, and we know that diversity is essential to building a vibrant learning community.

Our organization takes a stance on challenging racial injustice and social intolerance in order to strengthen our democracy. We aim to create an inclusive environment by attracting, advancing, and retaining a diverse board of directors, workforce, and volunteer team. Currently 44% of Portland Public School students are black, indigenous, and people of color, and we strive to have our organization and outreach efforts reflect the diversity of our community.

**POSITION SUMMARY**

This position is responsible for providing leadership to the Front Desk Sales team to ensure a smooth and successful front-end operation. As both the Sales Lead and an active participating member of the team, this position is responsible for leading the team in reaching departmental sales goals, maintaining a high level of customer service while adhering to Museum policies, and creating the monthly Front Desk work schedule with appropriate levels of staffing.

**RESPONSIBILITIES AND DUTIES**

**Sales (50%)**

- Performs as a Museum admission sales representative for guest visiting the Museum.
- Process Museum store purchases through POS (point of sale).
- Collaborate with Associate Director of Sales and the Membership Coordinator to create, incorporate and execute sales plans that position the sales team to meet monthly, quarterly and yearly membership revenue goals
- Achieve individual membership sales goals on monthly, quarterly and yearly basis.
- Collaborate with supervisor to create, implement and execute plans that position the sales team to meet box office donation goals.
- Provide assistance, information and promote additional Museum programs such as camps, classes, workshops etc.
- Ensure high levels of customer satisfaction through excellent sales service.

### **Customer Service (20%)**

- Welcome guests to the Museum and answer questions as need.
- Participate in effectively resolving guest customer-related service issues, while still complying with Museum policies
- Ensure Museum lobby areas are tidy and represent the standards of the Museum, signage is current, and brochures are adequate stocked.
- Act as a concierge by providing resource information regarding the Museum and its programs, Washington Park activities, and Portland in general
- Greet Museum business visitors and contact appropriate staff to meet visitor
- Assist in reuniting parents who have become separated from their child(ren) following Museum protocol.

### **Leadership (20%)**

- Coordinate and manage the activities of front desk sales staff engaged in checking in guests and performing general administrative tasks.
- Ensure all procedures, policies, and standards are understood and followed by box office team
- Be knowledgeable of cash handling policies and procedures and be able to train and coach associates
- Assist supervisor in motivating teams, keeping them engaged and working as a cohesive team
- Maintain a consistent, high level of customer service by participating in on-going training and evaluation of box office team selling performance
- Provide new and existing sales associates with tips and training
- Provide support with hiring and training Front Desk Sales staff.
- Provide the Associate Director of Sales feedback for performance reflections (reviews) of Box Officers

### **Administrative (5%)**

- Collaborates with the sales team in delegating administrative tasks to ensure Box Office supplies are ordered and maintained in an efficient and effective manner.
- When applicable, work with other departments to assist with duties that can be performed at the front desk or other area during slow periods of customer admissions.
- Utilize resources to ensure appropriate levels of box officers are scheduled box office.

### **Safety and Security (5%)**

- Monitor the front doors at all times ensuring safety of our guests, the students and our staff.
- Monitor badges and sign in Opal School parents who are picking up the children from school.
- Provide leadership during building evacuation
- Follow incident protocol.
- Support policies for safeguarding daily receipts by following cash handlings procedures and ensuring the Box Office staff are following policies.

### **Other duties as assigned**

## **QUALIFICATIONS**

### **Skills**

- High school diploma or GED required
- 2-3 years of customer service required or equivalent Front Desk Sales Experience
- Proven computer skills, with proven understanding of point of sale systems and a working knowledge of Excel, Word, Outlook, and SharePoint
- Experience working with diverse audience, preferred
- Efficient in cash handling

- Bilingual skills, preferred

### **Competencies**

- Organizational, problem-solving and project management skills with the ability to meet deadlines, required
- Superior oral and written skills and the capability to work in an environment that is fast-paced with a wide diversity of backgrounds, cultures, and professional disciplines
- Enjoy working with customers and committed to providing a high standard of customer service
- Able to motivate others to meet department goals.
- A positive attitude and strong work ethic.
- Ability to multitask
- Work well in a team environment as well as independently
- Reliable and dependable attendance required
- Commitment to the inclusion of diverse audiences

### **WORKING CONDITIONS**

- Flexible schedule to accommodate various shifts in schedules with some early morning, evening and weekend work required. The Museum is open daily from 9am to 5pm with early morning and after-hours events.
- Background check required
- Maintain a neat and professional appearance appropriate for greeting guests.
- Repetitive use of computer keyboard and mouse.
- The Museum offers a generous paid time off benefit for all employees and an annual Tri-Met pass for employees working 20+ hours a week.

### **Job classification criteria:**

- Decision making based on protocol
- Supports manager as a lead
- Works at direction of supervisor
- 3-12 months planning horizon
- 1-3 years of experience
- Job tasks are routine
- No budget responsibility
- Coordinates activities within department
- Interacts with onsite visitors, parents and students
- Strategic plan on individual level

### **TO APPLY**

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

*We strongly encourage applications from members of historically underrepresented minority groups, people with disabilities and others who would bring additional dimensions of experience to our community.*