



Position: **MUSEUM RECEPTIONIST**

Location: Customs House Museum & Cultural Center

Job Type: Full-time

Classification: Non-exempt

Salary: Negotiable

Reports to: Curator of Education

Position Overview

The Museum Receptionist is a full-time, visitors' services position responsible for professionally creating an excellent, friendly, and informative impression of the Museum for guests and callers. The Receptionist's post is at the front desk in the entrance lobby.

Essential Functions

1. Turn on lights in all public areas of the Museum prior to opening and off after closing;
2. Inspect public areas before opening and after closing, and straighten up Explorers' Landing and the Family Art Studio at the end of each day from Tuesday through Saturday;
3. Notify (email) appropriate staff of any building, exhibit, or other issues that need attention and which the Museum Receptionist is unable to resolve;
4. Open and close main Museum entrance doors;
5. Retrieve newspaper(s) left outside front entrance, on 1898 steps, or in the courtyard;
6. Welcome visitors as they enter the Museum;
7. Orient visitors about check-in, paying admission fees, Museum layout, facilities, current programming; policies, etiquette, and membership opportunities;
8. Field questions and inquiries about the Museum, its programming, parking, restaurants, and local attractions;
9. Assist and orient visitors with disabilities, which may include providing a wheel chair, specifying routes to accessible areas, or providing enlarged written information to visually impaired patrons;
10. Surveil public areas using security monitor;
11. Listen to visitor complaints, explain any related Museum policies, and let them know that the appropriate staff will be notified;
12. Follow Museum procedures for handling accidents and accident reports;
13. Thank patrons for visiting, inquire about their experiences, record a summary of their comments when appropriate, invite them back, and remind them to "like us" on social media;
14. Answer phone calls and route to appropriate staff voicemail boxes;
15. Track which staff members are in or out of the building;
16. Manage the info@customshousemuseum.org email account and route inquiries or messages to appropriate staff when necessary;
17. Maintain master event calendar;
18. Track and compile visitor and member statistics;
19. Assist Curator of Education with groups tours or programs as necessary;

20. Assist Seasons: The Museum Store staff as necessary and when time allows;
21. Assist other staff on projects as needed when time allows;
22. This job description is not designed to cover or contain all activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice, as determined by the Museum Receptionist's supervisor or the Executive Director.

Competencies

1. Excellent verbal communication skills;
2. Friendly, enthusiastic, and patient demeanor;
3. Ability to positively interact with a variety of patrons of all ages;
4. Potential to remain calm under pressure;
5. Computer proficiency in Microsoft Office;
6. Ability to multi-task;
7. Ability to learn and use the POS system.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Working at desk and utilizing a computer for prolonged periods of time;
2. Periodic standing, walking, bending, climbing, and stooping, and the ability to lift 25 pounds;
3. Good hearing and vision;
4. Good eye/hand coordination.

Position Type/Expected Hours of Work

This is a full-time, at-will position, and primary days and hours of work are Tuesday through Saturday, 9:00 a.m. to 5:30 p.m. with a half-hour lunch break. This position occasionally requires adjustments to the schedule to accommodate special events and/or circumstances.

Travel

This position does not require travel.

Education and Experience

Graduation from secondary education or GED required, higher education degree preferred. Minimum of two years of demonstrable experience related to position preferred.

All new or vacant positions at the Customs House Museum and Cultural Center will be filled by the selection of only fully qualified applicants, regardless of race, color, gender, religion, national origin, age, or disability who meet the job related criteria of the job description.

Employee Signature

Date