



## **Birthday & Guest Services Coordinator**

We're seeking a friendly, organized and energetic professional to lead our birthday party program, manage front desk operations, and support retail and Point of Sale transactions.

This is a full-time position, working weekends, with health insurance, paid time off and 401k.

### **Key Responsibilities:**

- Coordinate all aspects of birthday parties: booking, payment, room setup, guest check-in, and day-of hosting.
- Serve as the main point of contact for party families, ensuring clear communication and a positive experience.
- Maintain accurate records and process payments using our Point of Sale (POS) system.
- Support front desk operations: greet guests, sell tickets and memberships, answer phones, and provide museum information.
- Assist with the museum gift shop and café, including merchandise sales, restocking, and register use.
- Help manage reservations for field trips and group visits, including invoicing and confirmations.

### **You'll Thrive in This Role If You:**

- Have experience with POS systems and cash handling in a retail, admissions, or front desk environment.
- Are detail-oriented, reliable, and able to juggle multiple priorities.
- Enjoy working with families and children in a fast-paced, team-oriented setting.

- Communicate clearly and professionally in person, by phone, and over email

#### Skills and Ability:

- Proficient with Microsoft Office and Google Suite
- Ability to use Point of Sale system, registers.
- Strong verbal and written communication skills to interact clearly with customers, vendors and other employees
- Strong organization skills to keep accurate records and find important information quickly
- Proven ability to initiate, prioritize, organize and complete multiple tasks in a timely manner with strong attention to detail
- Patience and listening skills to respond appropriate and interact positively with customers
- Strong interpersonal skills to create a pleasant experience for all customers and staff
- Thrives in a fast-paced, collaborative work environment
- Flexibility and ability to adapt to change

#### Physical Demands:

- Considerable walking, standing, stooping, bending
- Moving equipment, pushing/pulling carts, carrying items
- Occasional lifting of 25 lbs or more

#### Schedule:

Full-time (40 hours/week)

Wednesday–Friday 8:30 am–5:30 pm

Saturday 8:30 am–5:30 pm | Sunday 12:30 pm–5:30 pm

Off Mondays and Tuesdays

(Occasional evenings and holidays required for events)

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time. Before hiring, a thorough background check will be completed.