



## **Administrative Assistant**

### **Primary Responsibilities:**

- Respond to all telephone inquiries ensuring customer satisfaction
- Respond to general email inquiries ensuring customer satisfaction
- Maintain a clean and organized front office space
- Manage donor and constituent data in point of sales system
- Schedule, send follow up documentation, and communicate groups sales to staff accordingly
- Coordinate registration and RSVPs for special events and programs
- Work collaboratively with Discovery Guides, Coordinators and Directors to ensure smooth daily operations
- Maintain a positive workplace environment
- Coordinate deliveries and vendor needs
- Assist employees with office needs
- Other duties as assigned

### **Knowledge, Skills and Ability:**

- Proficient with Microsoft Office and Google Suite
- 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 upset customers
- Expert 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:**

- Walking, standing, stooping, bending
- Moving equipment, pushing/pulling carts, carrying items
- Occasional lifting of 25lbs

### **Hours/Schedule:**

- This position is an hourly position up to 40 hrs/week
- The schedule for this position matches open hours of the museum as follows:
  - Tuesdays 1-5
  - Wednesdays - Fridays 9-5
  - Saturdays 10-6
  - Sundays 1-5
- Flexibility to work nights and weekends as necessary for events and special programming.

- Requires working some holidays if necessary.

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.