

Greensboro Children's Museum
Birthday Party Sales and Administrative Assistant

Position Description

Facilitate birthday party sales at the Greensboro Children's Museum. Provide administrative support for multiple teams; enter donations and assist with donor recognition activities; register memberships, program participants, and summer campers, if needed; work the admissions desk daily as assigned; and assist with Museum Gift Shop.

Reports to: Visitor Services Director

Position Status: Non-exempt

Responsibilities:

- **Facilitate Birthday Party Sales:** Facilitate birthday party sales on the phone and in the Museum, schedule birthday parties and keep accurate calendar, blocking out times and events for the Museum, and communicate with weekend birthday party staff.
- **Support Development:** Enter all donations into Versai, assist Development Director with thank you letters and gift recognition activities, and work closely with the Development Director in Development related activities
- **Support Marketing:** Assist with various marketing assignments including creating calendar of events and program specific graphics.
- **Support Finance:** Close out the cash drawer each day and report income by departments in detail to bookkeeper for entry into QuickBooks and follow cashier procedures set up by CFO
- **Support Membership, Field Trip and Program Sales:** Check in Field Trips and accept payment when needed, coordinate all Membership scholarships, work closely with the Visitor Services Director in all membership related activities
- **Gift Shop:** Work closely with Visitor Services Director in all Gift Shop related activities, including (but not limited to): inventory, ordering, and product selection.
- **Provide Excellent Customer Service:** Maintain knowledge of and follow museum, policies, activities, and procedures; work the admissions desk each day as assigned; substitute for front desk staff when needed; take a leadership role at the admissions desk, educating afternoon and weekend staff about any changes and upcoming events; work closely with the field trip staff to ensure smooth front desk operations for field trips; work closely with the Operations team in all Museum related activities.

Skills and Abilities:

- Demonstrated excellent customer service skills
- Ability to understand database functions.
- Demonstrated ability in Microsoft Word, Excel and Publisher. Experience in Adobe Creative Suite a plus.
- Detail oriented.
- In addition to these general skills, the position requires flexibility, the ability to multitask, handle and prioritize multiple job responsibilities, and function well in a team environment.

Mandatory Qualifications:

- An Associate degree in Office Systems or equivalent experience preferred.
- Candidates must have experience with database management. Bookkeeping or money management is helpful.
- Candidates must have the ability to make decisions and to organize and prioritize daily work.
- Candidate must be comfortable working in a busy nonprofit environment, handling multiple tasks and willing to work outside their job responsibilities when necessary.
- Candidates must be comfortable working with the public and possess excellent customer service skills.

The Greensboro Children's Museum is an Equal Opportunity Employer

Please submit a cover letter and resume to Stephanie Billings at members@gcmuseum.com by February 3, 2017.

No Phone Calls please.

