**Lead Playologist Job Description**

Job Title: Museum Experience Coordinator

Reports to: Executive Director

Status: Full-Time/Part-Time, Non-Exempt

**Position Overview:** The Museum Experience Coordinator supports the mission of the Kearney Area Children’s Museum through the provision of excellent administrative services. The Museum Experience Coordinator is responsible for quality service delivery and customer relations for the Kearney Area Children’s Museum, including upholding the mission and values of the organization and facility.

**Office Management:**

* Sort and distribute mail; give checks to executive director for processing in; make bank deposits
* Review and update memberships in computer and binders
* Order all package “extras”; monitor inventory of package supplies and submit request list to executive director for purchasing when inventory runs low
* Oversee the museum calendar; work with program director and executive director to avoid overlap of events and other museum reservations
* Responsible for all filing and other clerical work in the office and for executive director
* Point of contact for printer/copier issues; responsible for ordering print supplies once purchase order is approved by executive director
* Assist in ordering exhibit supplies, i.e., water table, etc.
* Monitor monthly expirations of memberships; send out renewal notices via email and postal mail; make phone calls to expired members to incentivize membership renewal or reinstatement
* Monitor and maintain “cities” demographic in point of sale
* Create monthly board report and submit to executive director prior to board executive committee meeting
* Monitor all office equipment and neatness
* Manage inventory and order all office supplies once purchase order is approved by executive director
* Assist the executive director with day-to-day activities and needs
* Provide support to the programs department. Responsibilities may include the following: assisting with clerical responsibilities; correspondence with clients, vendors and the general public; and program preparation
* Oversee inventory of Museum Gift Shop, including vending, and provide a list of needed merchandise to executive director for purchasing when inventory runs low
* Meet regularly with executive director to discuss Welcome Desk and other Museum/staff concerns and solutions
* Manage the front desk staff and scheduling

**Financial Functions:**

* Create daily sheets from point of sale and submit to executive director for processing
* Prepare ACH debit forms each month and submit to executive director for processing
* Update all emails from Online Versai
* Monitor outstanding accounts and send out invoices

**Customer Service:**

* Serve as office receptionist; answer phone and manages voicemail system; respond to questions and requests
* Check contact@kearneychildrensmuseum.org email account and deliver messages to appropriate personnel
* Maintain knowledge of membership rates/benefits, party packages/prices, group rates, Museum rentals, etc. and discuss options with patrons as inquiries arise
* Book and correspond with all patrons regarding birthday party and field trip reservations and all other museum rental options
* Responsible for warmly and promptly welcoming group visits to the Museum; go over Museum rules and promotions
* Manage Welcome Desk during play hours; warmly and promptly check in members and admissions of visitors; provide general customer service
* “Upsell” or promote membership packages to patrons paying for admission (who are from the immediate area); promote upcoming events and ticket sales
* Engage community in corporate membership
* Continuously promote membership. Plan, promote and execute– membership benefits and perks
* Orient first-time visitors to the museum; provide general guidelines and museum rules, where the restrooms are located, etc.

**Staff Supervision:**

* Create monthly work schedule for regular part-time and work study employees; work with executive director and program director to ensure adequate coverage during peak shifts and events
* Process time sheets for regular part-time and work study employees; pull biweekly report from When2Work and submit to executive director for approval prior to submitting to accountant for payroll processing; submit work study time sheets to executive director weekly for approval prior to submitting to UNK Office of Financial Aid for payroll processing
* Collect applications for employment and volunteering and conduct immediate background check prior to submitting to executive director for review
* Orient new staff and volunteers, including welcome desk and cash register training, and other museum processes
* Supervise other Welcome Desk staff during play hours; communicate with floor supervisor or other staff at shift change to ensure smooth transition

**Facility Operations:**

* Work with floor supervisor to ensure adequate coverage of Museum operations
* Assist in the opening of the Museum for play and other events; open Welcome Desk, cash registers, etc.; turn on exhibits
* Assist in maintaining exhibits and zones of the Museum; ensure efficient and regular cleaning and upkeep of exhibit equipment and toys

**Position Qualifications:**

* Bachelor’s degree preferred
* Strong communication skills necessary
* Office administrative skills required
* Attention to detail a must
* Proficient in Microsoft Word, Excel and Outlook
* Pleasant and calm personality

**Position Requirements:**

* Must be tactful and courteous in dealing with other professionals and in communicating with board members, customers, members, donors and the general public
* Must be aware of the importance of front-line responsibility in the public’s perception of the organization
* Must be able to lift and carry up to 30 pounds

**Hours**: 40 hours per week Monday through Friday; occasional weekend and evening shifts may be required.

**Salary**: $14-16 per hour

*The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.*

*Resignation from this position requires two weeks’ written notice to the Executive Director.*

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Lead Playologist

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Executive Director