



The Children's Museum of Manhattan is hiring a Guest Services Coordinator to support the department's administrative and customer service needs. This position will primarily serve as the organization's Front Office assistant, but will also include light weekend supervision of Guest Services staff and cash handling. The ideal candidate will have excellent organizational, administrative and customer service skills, with experience in cash handling and in a supervisory/training role. The organization is seeking someone who is versatile, computer literate, solution-centric, and outgoing.

This is a part-time position, 17.5-23.5 hours per week, with the opportunity for up to 29 hours on weeks with Holiday Mondays. **The applicant must be available on Fridays, Saturdays and Sundays.**

This position reports to the Co-Managers of Guest Services

Roles/Responsibilities:

- Answer phones, tend to customer inquiries, and direct calls as needed
- Respond to customer inquiries via email
- Keep office supplies and staff room supplies stocked and in order, coordinate with and order from third party vendors as needed
- Track and archive admissions data
- Provide assistance to other departments including Membership and Development
- Monitor customer reviews on various websites
- Escalate customer inquiries/complaints to a supervisor as needed
- Troubleshoot issues with front office equipment
- Supervise and support Guest Services staff as needed
- Handle cash and submit EOD deposits as needed
- Other administrative tasks as needed

