



Front Desk Clerk

Job Summary:

The Children's Museum of Southwest Louisiana at Port Wonder is looking for an enthusiastic, highly organized multitasker to serve as our Front Desk Clerk. This position serves as the first point of contact for visitors, providing a warm welcome and ensuring an exceptional guest experience. This role involves handling admissions, answering questions, and supporting daily operations to create a fun, safe, and engaging environment for children and their families.

Key Responsibilities:

- Greet and assist guests upon arrival, providing information about exhibits, programs, and events.
- Process admissions, memberships, and merchandise sales using the point-of-sale system.
- Answer calls in a professional manner.
- Ensure the lobby and front desk area are clean, organized, and well stocked with informational materials.
- Assist with daily attendance tracking and reporting.
- Support group check-ins and special event registration.
- Address guest concerns or issues, escalating them to management when necessary.
- Promote Port Wonder memberships, programs, and upcoming events.
- Collaborate with other staff members to ensure smooth operations and a positive visitor experience.

Qualifications:

- High school diploma or equivalent; additional education or experience in hospitality, retail, education, or a related field is a plus.
- Excellent communication and interpersonal skills.
- Proficiency in basic computer programs and point-of-sale systems.
- Ability to multitask in a fast-paced environment.
- Friendly, outgoing personality with a passion for working with children and families.

Working Conditions:

- Must be able to stand for extended periods.
- Weekend and holiday availability may be required.
- Occasional lifting of materials up to 25 lbs.

To Apply:

Submit your resume and a cover letter explaining your relevant experience to info@swlakids.org.