

OH WOW! The Roger & Gloria Jones Children's Center for Science & Technology

Job Title: EDUtainer – Front Desk & Memberships
Salary Range: \$8.50 - \$15.00

FLSA: Non-Exempt
Effective Date: 4/9/2017

Occupational Summary

Reporting to the Operations Manager (OM), the EDUtainer is responsible for greeting OH WOW! visitors and is the first and primary client contact at OH WOW! The EDUtainer in charge of our front desk and memberships will be thoroughly committed to OH WOW!'s mission. In tandem with other staff, the EDUtainer will represent OH WOW! in a courteous and efficient manner and serve as an enthusiastic voice on behalf of OH WOW! at all times. This permanent, part-time member of OH WOW!'s team will further the Center's mission by carrying out our stated goals and strategies, specifically related to our front desk operations and increasing earned income in general admission and membership categories.

Duties include but are not limited to:

- 1) Welcomes clients entering OH WOW!, with a smile and enthusiastic voice.
- 2) Answers the phone and customer inquiries as appropriate or transfers calls as necessary and/or completes the transaction as appropriate.
- 3) Receives funds from customers and employees, makes change, receives cash, checks and completes credit-card charge transactions.
- 4) Compares totals on cash register with amount of currency in register to verify balances.
- 5) Endorses checks and lists and totals cash and checks for bank deposit.
- 6) Prepares bank deposit slips.
- 7) Records transactions and schedules events in accordance with standard operating procedures.
- 8) Other duties, as assigned

Key Performance Indicators

- Daily Reconciliation
- General Admission
- # of Memberships
- # of Renewals

Desired Qualifications:

- Fun, out-going, self-motivated and a creative problem-solver
- Enthusiasm and interest in being source of EDUtainment for children of all ages
- Excellent organizational skills.
- Excellent communication, interpersonal and customer service skills
- Experience working at the front desk
- Must love working, playing and exploring with children, youth and families
- Ability to work both independently and as part of a team in a fast-paced and chaotic environment

About Us:

OH WOW!'s mission is to foster independent thinking and enrich the lives of all children by creating a welcoming environment where they can develop learning skills and knowledge through the exploration of HANDS-ON exhibits and educational programs which are rooted in Science, Technology, Engineering and Mathematics (STEM).

OH WOW! is an equal opportunity employer. A criminal background check is required.