



JOB POSTING

Position Title: Visitor Services + Administrative Associate
Reports To: Visitor Services Manager + Director of Finance and Administration
Status: Full-time, non-exempt, at-will, regular status
Schedule: Friday - Tuesday

Organizational Description

The Children's Creativity Museum in San Francisco is an innovative art and technology experience for kids of all ages. Our vision is to nurture **Creativity** and **Collaboration** in all children and families. We believe that creative expression, innovation, and critical thinking are core to fostering the next generation.

Position Description

- The Visitor Services Associate is a guest-facing position, and is often the first point of contact for museum visitors. A happy demeanor, professionalism, courteousness, dependability and the ability to work with a wide range of customers is a must.
- The Administrative Associate will assist senior management with clerical tasks including, but not limited to data entry, board communications, fundraising. Absolute discretion is a must.

Visitor Service Responsibilities (Tuesday, Saturday, Sunday)

- Serve as the front desk receptionist, including but not limited to, answering and transferring incoming phone calls, greeting guests and responding to questions in a manner that ensures accurate information distribution and a high level of customer service.
- Receive incoming mail/packages and ensure that it reaches its destination.
- Sell tickets, check in members, and redeem passes and discounts for museum entry.
- Check in field trips, birthday parties, and similar groups, including processing payment and giving directions.
- Handle cash responsibly while at the front desk, including during closing procedures.
- Maintain a clean and tidy front desk and lobby area, including the Lost & Found and stroller parking areas.
- Report building or guest issues to the Manager or Director promptly.
- Assist the Birthday Party Coordinator with parties on an as-needed basis.
- Attend morning meetings on a regular basis.
- Participate in regular all-staff meetings.
- Other duties as assigned including helping in other departments at times.

Administrative Responsibilities (Friday and Monday)

- Accurate and timely board communications and organization, including minutes, scheduling meetings and calls, record keeping, and interaction.
- Assist Senior Director of Development with data entry and other ongoing tasks
- Assist membership and field trip coordinator, executive director and deputy director as needed

Minimum Qualifications

- High school diploma
- Excellent organization skills and ability to manage multiple projects
- Strong interpersonal and communication skills
- Excellent verbal and written communication skills
- Outgoing, self-motivated, and creative problem-solver
- Poise and discretion
- Strong PC skills, familiarity with Microsoft Office, and desire and ability to learn new software.
- Willingness and ability to work occasional weekends and evenings with prior notice
- Confidentiality

Desired Qualifications

- Graphic design experience
- Familiarity with Altru/Blackbaud

Compensation:

CCM offers a competitive salary commensurate with experience and skills, plus a creative and collaborative work environment, and a generous benefits package including medical, dental, long-term disability, AD&D and life insurance, as well as a voluntary 403(b) retirement savings plan.

Application Procedures:

Only qualified applicants should apply. A current resume and cover letter may be submitted electronically by email to jobs@creativity.org Only complete applications will be considered. NO PHONE CALLS PLEASE.

Children's Creativity Museum is an equal opportunity employer committed to diversity at all levels.