



Guest Services Coordinator

Reports to Executive Director

Hours: 32-40/Week

Compensation: Negotiable

The following information outlines the job description for the position of Guest Services Coordinator. Please email resume and references to nbateman@cmofil.org or mail to:

Children's Museum of Illinois

Attn: Nicole Bateman, Executive Director

55 South Country Club Road

Decatur, IL 62521

Duties may include, but are not limited to:

- Maintaining membership database and communications with new and renewing members. Using online communication platforms to promote events and send messages to membership and Museum patrons.
- Building and managing adult and junior volunteer programs. Includes scheduling daily volunteers for admissions and gift shop, exhibits, and special events. In charge of screening, interviewing, performing online background checks, training and daily management of all volunteers.
- Fielding phone calls and taking reservations for special events, field trips, birthday parties, rentals and sending confirmations accordingly. Creating and posting event registrations to Museum website and maintaining all reservations lists.
- Performing administrative tasks for Executive Director and Marketing & Fundraising Coordinator and assisting with Museum's social media efforts.
- Managing Museum Point of Sale system which includes daily admission and gift shop sales and merchandise inventory.
- Securing office, birthday party, building, and special event supplies.
- Performing all opening and closing functions of the Museum with assistance of volunteers.
- Working with maintenance coordinator to maintain cleanliness and safety of exhibits. Researching and purchasing replacement parts or components of new exhibits.
- Working special events and assisting with special event preparation as needed.
- All other duties as assigned.

Guest Services Coordinator Qualifications:

Experience in management, retail, customer service and training preferred; or an equivalent combination of training and experience. High school diploma required, college preferred.

Demonstrate ability to manage multiple projects concurrently, excellent customer service, written and oral communication skills. Disciplined time management and superb organizational skills required.

Computer and Systems Knowledge:

Working knowledge of: Point of Sale systems, Excel, Word, PowerPoint, Mail Chimp, social media and email applications.

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