



Job Title: Guest Services

Reports To: Meta Shaw Coleman Children's Imagination Station Director

Duties and Responsibilities

The Guest Services Administrator serves as the welcoming front-line representative of the Children's Imagination Station. This role ensures that every visitor, family, and guest experiences a safe, organized, and joyful environment from the moment they arrive.

Under the direction of the Director, the Guest Services Administrator oversees daily front desk operations, supports administrative coordination, manages volunteer engagement, and serves as the primary communication hub for guest-facing services.

Specific responsibilities include, but are not limited to, the following:

- Greets and assists visitors, families, school groups, and community guests, providing information about exhibits, memberships, programs, and events.
- Serves as the first point of contact for incoming phone calls, emails, and general inquiries, ensuring timely and professional communication.
- Manages front desk operations including ticketing, check-ins, membership processing, and point-of-sale transactions.
- Reviews and reports POS and attendance data weekly and monthly during organizational meetings.
- Organizes, recruits, and supports volunteers, part-time staff, and front desk/exhibit team members.
- Coordinates daily administrative office needs such as supplies, mail, scheduling, and vendor communication.
- Supports program registration and outreach scheduling to ensure accurate records and smooth guest coordination.
- Assists with basic financial processes including processing payments, donations, and reconciling daily transactions.
- Maintains a safe, welcoming, and child-friendly front-of-house environment for caregivers and young visitors.
- Communicates organizational policies and procedures clearly and kindly while maintaining professionalism during busy periods.

Qualifications

- Associate's or Bachelor's degree in Business Administration, Communications, or a related field preferred.
- Minimum of 1–3 years of experience in administrative support, customer service, front desk operations, or office coordination.
- Excellent organizational, multitasking, and communication skills.
- Comfortable working with children and families in a fast-paced, interactive environment.
- Proficient in basic computer systems including email, scheduling tools, and point-of-sale platforms.
- Friendly, patient, professional demeanor with strong problem-solving ability.
- Experience in a nonprofit, educational, or family-focused organization preferred.
- Bilingual skills are a plus.
- Must satisfactorily complete a background check.