



**Title: Front Desk Assistant**

**Position Summary:** The front desk assistant's primary responsibility is ensuring a high-quality visitor experience. The front desk staff assists Museum & Theatre guests in a lively, play-based environment.

**Responsibilities:**

- Represent Children's Museum & Theatre of Maine to all visitors
- Respond to visitor questions and provide appropriate information about the Museum & Theatre and the surrounding area
- Perform cash and credit transactions for admissions, memberships, event ticketing, etc.
- Open and close register and front desk
- Promote and take reservations for performances and workshops
- Answer the main phone line
- Maintain cleanliness of lobby and Front Desk areas including management of Lost & Found
- Promote, sell and process memberships to families and organizations
- Staff after-hours events as needed
- Perform other duties as identified by supervisor
- Participate in annual self-evaluation and review

**Position Requirements:**

- Incredible customer service skills
- Strong organizational skills
- Excellent telephone skills
- Ability to work as a team player
- Discretion and sound judgment
- Reliability
- Professionalism
- Ability to remain focused in a multi-tasking environment
- Patience
- Self-motivation
- Enjoy working with children and families
- Exemplary verbal and written communication skills
- Superlative organizational skills and attention to detail

**Schedule:** Sunday – Thursday 9:30am-5:30pm

*(continued →)*



**To Apply:**

Submit cover letter, resume, and Children's Museum & Theatre of Maine employment application (found on [www.kitetails.org](http://www.kitetails.org)) to Lucia Stancioff, Deputy Director, 142 Free Street, Portland, ME, 04101 (or via email at [hire@kitetails.org](mailto:hire@kitetails.org))

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