Guest Experience Associate
Retail/Gift Shop

Job Summary:

The Children's Museum of Southwest Louisiana at Port Wonder is looking for an enthusiastic, highly organized multitasker to serve as our Guest Experience Associate in our gift shop – Petit Lagniappe. This position provides a warm welcome and an exceptional experience for guests. This role involves handling gift shop sales, answering questions, merchandising, performing regular inventory of products, and supporting daily operations to create a fun, safe, and engaging environment for children and their families.

Key Responsibilities:

- Manage and track gift shop inventory.
- Greet and assist guests upon entry of the gift shop.
- Process admissions, memberships, and merchandise sales using the point-of-sale system.
- Answer calls in a professional manner.
- Regularly merchandise the giftshop while keeping inventory neat and tidy.
- Support group check-ins and special event registration.
- Address guest concerns or issues, escalating them to management when necessary.
- Promote Port Wonder memberships, programs, and upcoming events.
- Collaborate with other staff members to ensure smooth operations and a positive visitor experience.

Qualifications:

- High school diploma or equivalent. **Must have retail experience**. Additional education or experience in hospitality, education, or a related field is a plus.
- Excellent communication and interpersonal skills.
- Proficiency in basic computer programs and point-of-sale systems.
- Ability to multitask in a fast-paced environment.
- Friendly, outgoing personality with a passion for working with children and families.

Working Conditions:

- Must be able to stand for extended periods.
- Weekend and holiday availability may be required.
- Occasional lifting of materials up to 25 lbs.

To Apply:

Submit your resume and a cover letter explaining your relevant experience to kaylee@swlakids.org.