



KSL – Lincoln Park
1500 N. Kingsbury St.
Chicago, IL 60642

KSL – South Loop
1801 S. Indiana St.
Chicago, IL 60616

Job Title: Outstanding Receptionist

Kids Science Labs (www.kslchicago.com) is the leading hands-on science learning company in the country, with two beautiful Chicago-area learning centers in Lincoln Park and South Loop. Our teachers are inspiring the next generation of creative thinkers by giving them hands-on science classes, camps, and parties and we are seeking an outstanding receptionist to join our team and deliver a great customer experience.

Job Summary

An outstanding receptionist engages customers, kids, parents, visitors, and teaching staff, enthusiastically answers telephones, updates registration systems, keeps accurate class attendance, supports the teaching staff, maintains and orders office supplies, as well as other general clerical duties in a dynamic environment with over 500 kids coming to class weekly. We believe strongly that our opportunity to change kids lives through hands-on science begins when a customer walks in the door this role serves as the initial contact with customers.

Minimum Qualifications

- Exceptional communication skills
- Desire to support a dynamic teaching staff
- Basic telephone, computer and internet skills
- Proficient in Microsoft Office
- High level of personal responsibility and integrity
- Dependable and resourceful
- Energetic and friendly personality



Brief list of responsibilities:

- Provides outstanding greeting and customer service to everyone
- Organizes and manages a clean front desk environment
- Operates registration management systems, including accurate attendance, entry of customer information, and other systems
- Engages all teachers, students, parents, and visitors with vibrant welcoming energy daily
- Accepts and processes payments in-person and via phone
- Accesses receipts and billing for parent inquiries, as needed
- Supports customers and provides thoughtful answers to their general class and camp, birthday party, and parking questions
- Confidently seeks out assistance from teachers and management staff to help engage more complicated questions and respond to any special customer requests
- Prioritizes tasks daily and creatively solves issues that arise
- Answers primary and secondary phone lines and routes calls
- Stocks supplies and helps maintain organized inventory room
- Seeks opportunities to improve the customer experience for guests
- Manages event calendars
- Help arrange and pack birthday goodie bags for kids weekly
- Walks the center to check on classes and center performance
- Joyfully provides related data entry and clerical duties, as required

Successful candidates will have:

- Ability to adapt and operate in a dynamic, fun, fast paced atmosphere
- Desire to be in an entrepreneurial environment with people who want to change the world
- Previous experience with kids, customer service
- Love of outstanding customer service and support