



Admissions Team Member

Department: Admissions & Operations

Reports To: Operations Supervisor / General Manager

Location: The Artsnasium® – Arlington, Texas

Employment Type: Part-Time or Full-Time

Schedule: Flexible schedule including weekdays, evenings, Fridays, Saturdays, holidays, and peak operating periods

Position Summary

The **Admissions Team Member** helps begin every Creator's adventure at The Artsnasium®.

Admissions Team Members are responsible for efficiently and accurately processing guest entry, admission purchases, ticket verification, required waivers, memberships, Creative Passports, and other front-entry transactions.

This position combines hospitality with accuracy and operational responsibility. Admissions Team Members must provide a welcoming arrival experience while ensuring that every guest entering The Artsnasium has completed the appropriate admission and entry requirements.

The ideal candidate is friendly, organized, detail-oriented, dependable, comfortable with technology, and able to work efficiently during busy arrival periods.

Key Responsibilities

Admissions & Entry

- Welcome guests arriving at The Artsnasium with enthusiasm and professionalism.
- Process walk-in admissions and verify advance ticket purchases or reservations.
- Confirm applicable admission requirements before allowing entry.
- Assist guests with required waivers, registrations, or other entry documentation.
- Issue applicable admission credentials, wristbands, tickets, or other materials.
- Follow established procedures for returning guests and re-entry.
- Monitor admission lines and help maintain efficient guest flow.
- Communicate admission policies clearly and professionally.

- Coordinate with Operations Supervisors when facility capacity or other operational concerns affect admission.

Ticketing & Point-of-Sale

- Accurately process admission transactions using The Artsnasium's ticketing and point-of-sale systems.
- Accept approved forms of payment and provide receipts when applicable.
- Maintain accuracy when operating an assigned register or cash drawer.
- Follow established procedures for promotions, discounts, complimentary admission, refunds, and transaction adjustments.
- Never provide unauthorized discounts, refunds, upgrades, or complimentary admission.
- Report transaction discrepancies or technical issues to management.
- Protect guest payment information and follow applicable transaction-security procedures.

Creative Passports

- Issue Creative Passports according to established Artsnasium procedures.
- Verify returning Creators' passports when applicable.
- Explain how the Creative Passport experience works.
- Assist guests with questions regarding passport stamps and returning-guest admission.
- Follow established procedures for lost, damaged, or replacement Creative Passports.
- Help ensure Creative Passport records and related transactions are accurate.

Memberships

- Explain available Artsnasium membership options and benefits accurately.
- Assist guests with new membership enrollment and renewals.
- Verify active memberships when required for admission.
- Assist members with basic account questions and direct complex account concerns to appropriate leadership.
- Ensure membership information is entered accurately into designated systems.
- Follow all policies regarding membership benefits, expiration, upgrades, cancellations, and account changes.

Guest Information

- Provide guests with basic information regarding Creative Adventure Zones, hours, activities, scheduled experiences, policies, and facility amenities.
- Explain first-time visitor procedures and what families can expect during their visit.
- Direct guests to Guest Experience Team Members or management when additional assistance is needed.
- Answer basic questions about birthday parties, memberships, future visits, and Artsnasium experiences.
- Communicate daily operational updates that may affect the guest's visit.

Capacity & Guest Flow

- Assist management with monitoring admissions and facility attendance.
- Follow established capacity procedures and communicate with Operations Supervisors during high-volume periods.
- Maintain orderly queues and entrance areas.
- Assist with timed entry, waitlists, or other attendance-management procedures when implemented.
- Never exceed established admission or facility-capacity requirements.
- Communicate delays or temporary entry restrictions to guests professionally.

Safety & Security

- Remain attentive to activity around entrances and exits.
- Follow all Artsnasium admission, re-entry, and security procedures.
- Follow established procedures regarding children entering or leaving the facility with parents or guardians.
- Immediately notify management of missing-child concerns, suspicious activity, safety hazards, or other emergencies.
- Protect confidential guest, membership, and payment information.
- Follow emergency, evacuation, incident-reporting, and security procedures.
- Never bypass admission or safety procedures for convenience.

Admissions Area Standards

- Maintain a clean, organized, professional, and guest-ready admissions area.
- Keep admission supplies, wristbands, Creative Passports, informational materials, and other required items appropriately stocked.
- Monitor ticketing and point-of-sale equipment and report technical or maintenance concerns.
- Prepare the admissions area for opening and assist with closing procedures.
- Help ensure signage and admission information remain accurate and properly displayed.

Team Responsibilities

- Work collaboratively with Guest Experience, Creative Coaches, Birthday Party Hosts, Operations Supervisors, and management.
- Communicate guest concerns or important operational information to appropriate team members.
- Assist with high-volume arrival periods, special events, Creator Parades, and other Artsnasium activities.
- Participate in required training, meetings, and professional development.
- Maintain Artsnasium appearance, uniform, attendance, and professionalism standards.
- Perform other duties necessary to support successful facility operations.

Qualifications

- High school diploma or equivalent preferred.
- Must meet all minimum age requirements established by The Artsnasium and applicable law.
- Previous admissions, ticketing, attractions, hospitality, retail, front-desk, recreation, entertainment, or customer-service experience preferred but not required.
- Friendly and professional communication skills.
- Strong attention to detail and accuracy.
- Comfortable handling financial transactions.
- Basic math skills.
- Comfortable using computers, tablets, point-of-sale systems, ticketing platforms, and other workplace technology.
- Ability to learn admission, membership, Creative Passport, and facility policies.
- Ability to multitask while maintaining accuracy.
- Ability to work efficiently during busy arrival periods.
- Comfortable interacting with children and families.
- Dependable attendance and punctuality are essential.
- Must successfully complete all required background screening, training, and employment requirements.

Physical & Work Requirements

Admissions Team Members may stand or walk for extended periods while assisting arriving guests.

The position may require bending, reaching, organizing admission supplies, assisting with queue areas, and performing light operational tasks.

Team members should be comfortable working in an active family environment with crowds, music, excited children, and varying noise levels.

Reasonable accommodations may be provided in accordance with applicable law.

What We're Looking For

Admissions is more than selling a ticket.

The Admissions Team is responsible for making sure every Creator's Artsnasium adventure starts **welcomingly, accurately, safely, and efficiently.**

We're looking for team members who demonstrate:

Accuracy • Hospitality • Efficiency • Integrity • Patience • Safety • Professionalism • Teamwork

An excellent Admissions Team Member can warmly welcome a first-time family, explain the Creative Passport, process their admission accurately, answer their questions, and send them into The Artsnasium excited to create.

Our Admissions Philosophy

Every great Artsnasium adventure starts at the door.

Our Mission

To inspire children and families through hands-on creative experiences that cultivate imagination, confidence, learning, and joyful exploration in a safe, welcoming environment.

The Artsnasium®

Where Creativity Comes to Play.

**Every Child Is Creative.*