



## Floor Staff Associate

### ABOUT US

WOW! Children's Museum is an equal-opportunity, non-profit 501(c)(3) organization located in Lafayette, CO. WOW! engages families in educational, hands-on learning experiences that connect curiosity, creativity, and discovery.

Team WOW! consists of professionally playful staff who enjoy a positive, energetic, and customer-service oriented work environment. Help enrich the lives of children throughout Boulder County and the Metro Denver area by joining our team!

### JOB DESCRIPTION

Our Floor Staff Associates are the faces of our Museum! The purpose of this position is to ensure that all children and families visiting WOW! have a great experience by providing exceptional customer service while maintaining a clean and safe environment.

Employee Classification: Non-exempt, part-time, hourly

Work Schedule: Tuesday-Friday afternoons, 1:00-5:15pm- 21 hours week, with potential for more.

Rate: \$11.00/hour

Reports to: Guest Services Director

### ESSENTIAL RESPONSIBILITIES:

40%- Maintain Quality Customer Service by:

- Providing hospitality to children and their caregivers by greeting each visitor, offering information, answering questions, and providing general assistance
- Checking in customers, selling memberships, gift certificates, retail items, or other Museum products
- Communicating Museum policies to visitors
- Providing Assistance with exhibits as needed

30%- Maintain Safe and Clean Museum Environment by:

- Walking through Museum making sure all thru ways are clear of debris or obstacles
- Upkeep of bathrooms, snack area, reusable exhibit products, spills, and general cleanliness
- Cleaning props and exhibits throughout the day

- Participating in prep and cleaning for field trips, parties, and classes
- Providing assistance to Exhibits and Programming staff.

20%- Maintain a Safe Museum Environment by:

- Following and enforcing Museum standards and policies
- Communicating any potential or active problems to the appropriate Museum staff
- Assisting in lost child/caregiver response
- Provide basic first aid as needed

10%- Participate in Interdepartmental Collaboration and Training:

- Attending all staff meetings as required
- Keeping up to date on Museum policies, standards, and specific language
- Participating in training sessions to review known material and learn new material
- Assisting in additional tasks as assigned by supervisor or other Museum Directors.

#### **JOB QUALIFICATIONS:**

- High School Diploma/GED required. College degree preferred.
- Experience in customer service or a museum or education environment is a plus
- Enjoy working with children and promoting learning through play
- Exceptional customer service skills. Must be welcoming, attentive, and responsive to our visitors and colleagues.
- Responsible self-starter with problem solving skills
- Ability to work in a high-energy, fast-paced environment
- Ability to work collaboratively, but independently as necessary
- A great sense of humor!
- Comfortable cleaning up occasional kid-related messes and spills
- Great communication skills with both coworkers and visitors
- Basic to proficient computer skills needed with the ability to be trained on Point of Sale and database software.
- Flexibility and adaptiveness. Willingness to grow and help WOW! grow.
- Availability to occasionally cover other shifts strongly preferred.

#### **OUR HIRING PROCESS:**

It is important to us to hire the right person for the job, so we like to take proper steps and time to get to know the qualified candidates. Within a couple of weeks of the job posting, we will schedule and conduct brief phone interviews. In the week following phone interviews, if you are invited for an in-person interview, you will meet with the Guest Services Director and one or two other WOW! staff members. We will do our best to be in communication with ALL applicants throughout the application process. We would ideally like to have the selected candidate start around September 4<sup>th</sup>, 2017.

#### **TO APPLY:**

Please email resume AND cover letter to [jobs@wowchildrensmuseum.org](mailto:jobs@wowchildrensmuseum.org).