

# Lead Guest Services 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 Guest Services 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. The Lead Guest Services Associate trains incoming Guest Services team members and models proper customer service and WOW! policy. Serves as "manager-on-duty" in the absence of directors.

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

Work Schedule: Approximately 32 hours/week. Wednesdays, Thursdays, Fridays, and alternating Saturday/Sundays. Weekend work required. Wed.-Sat.- 8:45am-5:15pm. Sundays 9:45am-6:30pm (at maximum).

Rate: \$18.00-\$20.00/hour

Reports to: Director of Operations

## ESSENTIAL RESPONSIBILITIES:

### **At the Front Desk:**

- Provide exceptional hospitality to children and their caregivers by greeting each visitor, offering information, answering questions and phone calls, and providing general assistance
- Check in visitors, sell memberships, gift certificates, retail items, or other Museum products via Altru software system
- Communicate Museum policies to visitors. Provide basic first aid as needed, and assist in lost child/caregiver response
- Train incoming Guest Services staff. Lead Guest Services team with exceptional customer service skills, modeling proper professional behavior and upholding WOW! policies. Serve as "Manager-on-duty" in absence of directors.

**Around the Museum:**

- Use CDC-approved cleaning products to disinfect and sanitize exhibits components and public areas. Walk through Museum making sure all thru ways are clear of debris or obstacles
- Interact with guests at exhibits and overseeing upkeep of the Art Room and art supplies
- Upkeep of bathrooms, snack area, reusable exhibit products, spills, and general cleanliness
- Cleaning and sanitizing Museum toys using a dishwasher, washer/dryer, and by hand.
- Provide assistance with exhibits as needed

**Oversee Birthday Parties:**

Sundays are open for Private Playtimes/Parties only. Saturdays, birthday parties occur during regular business hours. Birthday party duties include:

- Greet party guests, answer questions, assist party families with any needs that might pop up. Process payments in Altru.
- Set up party rooms (tables, chairs, etc.), clean rooms between parties, reset for next party
- Organize party supplies as needed, including place settings, food orders, etc.
- Make confirmation phone calls to upcoming party families.
- Place food orders and act as main contact person for partner party suppliers.

**Behind the Scenes:**

- Attend staff meetings as required, via Zoom or in person depending on restrictions.
- Keep up to date on Museum policies, standards, and specific language
- Participate in training sessions to review known material and learn new material
- Assist in additional tasks as assigned by supervisor or other Museum Directors.

**JOB QUALIFICATIONS:**

- High School Diploma/GED highly preferred. College degree preferred.
- Bilingual preferred
- Demonstrated experience in customer service, retail, museum, and/or education environment
- 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
- Proficient computer skills needed with the ability to be trained on Altru Point of Sale and database software and Microsoft Outlook. Previous experience with Altru is a plus.
- 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 Director of Operations and one or two other WOW! staff members.

**TO APPLY:** Please email resume AND cover letter to [jobs@wowchildrensmuseum.org](mailto:jobs@wowchildrensmuseum.org). No phone calls, please.