

Weekend Guest Services Associate



FLSA Status: Non-Exempt

Grade/Level: Entry Level

Work Schedule: Average 16 hrs./week
Saturdays & Sundays, 8:45am-5:15pm, with
potential for more

Benefits Eligibility: Not Eligible

Job Status: Part-time

Reports To: Guest Services Director

Amount of Travel Required: None

Pay Rate: \$17.50/hour

Positions Supervised: None

POSITION SUMMARY:

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.

ESSENTIAL FUNCTIONS AND 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
- Schedule Birthday Parties and Field Trips
- Communicate Museum policies to visitors, provide basic first aid as needed, and assist in lost child/caregiver response

Around the Museum:

- 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. Lead Art Room crafts and interactive exhibit activities occasionally
- Upkeep of bathrooms, snack area, reusable exhibit products, spills, and general cleanliness
- Cleaning props and exhibits throughout the day
- Provide support for Birthday Party Coordinator in prepping for parties and greeting party guests.
- Provide Assistance with exhibits as needed

Birthday Party Logistics:

- Organize party supplies (place settings, balloons, etc.)
- Set up party rooms (tables, chairs, etc.), clean rooms between parties, reset for next party
- Greet party guests, answer questions, assist party families with any needs that might pop up

Behind the Scenes:

- Attend all staff meetings as required
- 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 staff

POSITION QUALIFICATIONS:

- 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 Altru Point of Sale and database software and Microsoft Outlook.
- Flexibility and adaptiveness. Willingness to grow and help WOW! grow.
- Bilingual preferred
- Availability to occasionally cover other shifts strongly preferred

EDUCATION AND EXPERIENCE:

- High School Diploma/GED required. College degree preferred
- Experience in customer service, or museum, or education environment preferred

PHYSICAL DEMANDS:

- Regularly required to stand for long periods of time
- Regularly required to walk; use hands to finger, handle, grasp, or feel; and reach with hands and arms
- Regularly required to stoop or kneel
- Regularly required to use close vision to use a computer
- Occasionally required to lift up to 20 lbs.

WORK ENVIRONMENT:

- Routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets
- Subject primarily to indoor conditions
- Subject to stand and walk for an extended period of time
- Subject to a loud and busy environment

TO APPLY: Email your resume and cover letter to jobs@wowchildrensmuseum.org.

