

Seasonal Guest Services Play Ambassador



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 team is the face 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 and guest experience while maintaining a clean and safe environment.

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

Work Schedule: June 17th through August 17th. Likely Thursdays through Saturdays, approximately 24 hours/week, with weekend work required.

Rate: \$16.50/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.

Around the Museum:

- Serve as a Play Ambassador -- encouraging caregivers to interact with exhibit features, modeling play for hesitant children or caregivers, delivering or assisting with storytime and/or exhibit learning activities.

- Use CDC-approved cleaning products to disinfect and sanitize exhibits components and public areas. Ensure Museum thru ways are clear of debris/obstacles
- Oversee upkeep of the Art Room and art supplies
- Responsible for upkeep of bathrooms, snack area, reusable exhibit products, spills, and general cleanliness
- Provide assistance with exhibits as needed

Oversee Birthday Parties:

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.

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 managers.

JOB QUALIFICATIONS:

- High School Diploma/GED highly preferred. College degree preferred.
- Bilingual strongly 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. Welcoming, attentive, and responsive work style
- 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 with the ability to be trained on WOW! systems
- Flexibility and adaptiveness. Willingness to grow and help WOW! grow.
- Availability to occasionally cover other shifts strongly preferred.

OUR HIRING PROCESS:

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. No phone calls, please.