



## **Role Description: Guest Services Associate**

### **Reports to: Operations Manager**

#### **Essential Function**

Guest Service Associates strive to create the best visitor experience possible at KidsPlay. They are the front face of the organization and are responsible for ensuring the safety and enjoyment of museum guests and maintaining a clean and attractive museum environment. Associates follow all operational procedures and protocols for guest services, including but not limited to guest safety, first aid, and emergency procedures.

#### **Essential Duties**

- Display the Museum's mission and values in a welcoming and friendly manner.
- Use KidsPlay's point-of-sale system (Altru) to ensure thorough and accurate data is gathered from all visitors.
- Accurate accounting of sales and register drawers in accordance with the Museums policies.
- Follow the Museum's procedures to ensure a safe, clean, and inviting environment throughout all public spaces (vestibules, lobby, exhibit spaces, program rooms, restrooms, sidewalk and parking lot). Document activities on appropriate checklists.
- Implement safety, first aid, and emergency procedures.
- Remain up-to-date on the daily schedule of Museum activities and assist in setup/breakdown of programs and activities as needed.
- Provide exceptional customer service by resolving visitor concerns or complaints to their satisfaction and the museum's.
- Practice the "Standards of Engagement" to promote family learning.
- Monitor and manage children's play and interactions to maximize the experience while ensuring safety and the integrity of the exhibits.
- Ensure the safety and functionality of all exhibits. Report all maintenance issues and follow up as necessary. Remove any soiled or unsafe toys or materials.

#### **General**

- Keep confidential the business functions of the Museum including, but not limited to, financial status, customer information, employee issues, etc.
- Must perform any other required duties as requested by the Operations Manager or Museum Director to aid in better operation of the Museum and service to the customers.

#### **Required knowledge, skills, and abilities**

- Displays a friendly, welcoming manner.
- Is energetic, enthusiastic, well-organized, and creative.
- Has patience and understanding for every person that is encountered.

- Is flexible and adaptable to the changes that will occur in the position.
- Is able to work in a fast-paced and busy environment.
- Can communicate effectively on the telephone, via email and in person.
- Is organized, honest, and dedicated.
- Works well with and communicates with team-mates, and has an outgoing personality.
- Well developed computer skills. Able to learn and use:
  - GSuite (Gmail, Docs, Drive, Sheets, Calendar, Photos).
  - Altru
- Maintains a clean work area and person.

### Qualifications

- High School diploma required.
- Prior work history in customer service and retail point of sale.
- Excellent organizational skills and attention to detail.

### Physical Demands

Considerable standing, walking, stooping, and stair climbing. Some lifting of more than 20 lbs., bending, and stretching overhead is required. Use of ladders and tools and exposure to paints, glues and solvents. Exposure to body fluids (e.g. diapering equipment and the use of spill kits for vomit). Outdoor activities may expose this position to extremes in temperature and inclement weather.

### Schedule expectation

Part-time position of 15 -20 hours per week. Due to museum hours, the Guest Service Associates schedule includes evenings and weekends.

### Compensation and Benefits:

Hourly Wage Range: \$14.00 to \$16.00

### Application Process

Please submit an application via <http://kidsplaymuseum.org/about/employment.php>.

### Please be prepared to submit

Cover Letter with an expression of interest

Resume

Three letters of professional reference with contact information

Phone inquiries, mail or in person submissions will not be accepted.

[KidsPlay Children's Museum, Inc. is an Equal Opportunity Employer and a Drug Free Workplace.](#)