



Role Description: Guest Service Assistant
Reports to: Operations Manager

Essential Function

Guest Service Assistants strive to create positive visitor experiences 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. Guest Service Assistants follow all operational procedures and protocols for guest services, including but not limited to guest safety, first aid, and emergency procedures to promote a safe positive guest experience.

Essential Duties

- Display a welcoming and friendly manner and promote positive guest experiences.
- 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.
- Monitor and manage children's play and interactions to maximize the experience while ensuring safety and the integrity of the exhibits. Follow all security protocols.
- Remain up-to-date on the daily schedule of Museum activities and assist in the 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. Remove any soiled or unsafe toys or materials. Report all maintenance issues and follow up as necessary.
- 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

The Guest Service Assistant is energetic, enthusiastic, well-organized, and creative.

- Displays a friendly, welcoming manner.

- 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.
- Can communicate effectively on the telephone and in person.
- Is organized, honest, and works well with others, and has an outgoing personality.
- Maintains a clean work area and person.

Qualifications

- Substantial progress toward a high school diploma or GED.
- Prior work history in customer service.
- 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. Some lifting of more than 20 lbs., bending, and stretching overhead is required. 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 expectations

Part-time position of up to 15 hours per week. Due to varying museum hours, program schedules, and offsite programming commitments, the Guest Service Assistant's schedule includes evenings and weekends.

Compensation and Benefits:

Hourly Wage Range: \$15.00 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.