



**Role Description:** Guest Service Associate  
**Reports to:** Gallery Supervisor

### **Essential Function**

The Guest Service Team plays a pivotal role in creating enriching experiences for visitors at KidsPlay, serving as ambassadors of the organization's mission and values. They ensure the safety, cleanliness, and enjoyment of all visitors while maintaining a welcoming atmosphere throughout the museum. The Guest Service Team implements operational procedures and protocols, prioritizing guest safety, satisfaction, and engagement. The Guest Service Associate is a member of the Team with point-of-sale responsibilities who must demonstrate strong cash handling and technology skills.

### **Essential Duties**

- Display a welcoming and friendly delivery of the Museum's mission and values to promote positive guest experiences.
- Implement 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).
- Use KidsPlay's point-of-sale system (Altru) to best serve and understand our audience, ensuring
  - thorough and accurate constituent data is gathered.
  - accurate sales and register records/drawers according to the museum's policies.
- Complete opening and closing checklists thoroughly, documenting all activities and ensuring the readiness of exhibits and facilities.
- Implement security, safety, first aid, and emergency protocols diligently, prioritizing guest well-being at all times.
- Monitor children's play and interactions to optimize their experience while safeguarding exhibit integrity and safety.
- Stay informed about the museum's daily activities, assisting in program setup and breakdown as necessary.
- Provide exceptional customer service by promptly resolving visitor concerns or complaints to their satisfaction and the Museum's.
- Practice the "Standards of Engagement" to foster family learning and enhance visitor experiences.
- Ensure the safety and functionality of all exhibits, promptly addressing any maintenance issues and removing soiled or unsafe materials, while reporting maintenance concerns for follow-up.

### **General**

- Keep confidential the business functions of the Museum, including, but not limited to, customer and donor information, employee issues, etc.
- Perform any other required duties as requested by the Gallery Supervisor, Operations Director or Museum Director to enhance museum operations and customer service.
- Demonstrate support of the museum mission, management, and board of directors.

## Qualifications

- High School diploma or equivalent combination of education and experience.
- Successful results on a criminal and sexual abuse background screening.

## Required knowledge, skills, and abilities

- Displays a friendly, welcoming manner.
- Ability to work in a fast-paced team environment and maintain a positive attitude and cooperative working relationships with co-workers, volunteers, the Board of Directors, and the public.
- Demonstrates well-developed computer skills. Able to learn and use:
  - GSuite (Gmail, Docs, Drive, Sheets, Calendar, Photos)
  - Altru
  - Office 365 Suite (Word, Excel, Teams)
  - Zoom or other remote meeting technology
- Attention to detail, follow-through, and problem resolution.
- Customer service and cash handling experience.
- 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 may evolve in the position.
- Communicates effectively in writing, by telephone, and in person.
- Is organized, honest, and works well with others.
- Maintains a clean work area.

## Preferred experience, knowledge, skills, and abilities

- Spanish fluency
- Museum, nonprofit, or early childhood education experience
- Prior work history in customer service and retail point of sale.

## Physical Demands

- Considerable standing, walking, stooping, and stair climbing.
- The ability to hear, understand, and distinguish speech and/or other sounds (e.g., alarms).
- Clarity of vision at approximately 20 inches or less (i.e., use of computers), at 20 feet or more (the ability to recognize features of a person or object), and peripheral vision.
- The ability to assist caregivers during building evacuation.
- Some lifting of more than 20 lbs., bending, and stretching overhead is required.
- Potential exposure to paints, glues, and solvents.
- Outdoor activities may expose this position to extremes in temperature and inclement weather.

## Schedule expectations

This is a part-time position with 15 - 20 hours per week. Due to museum hours, the Guest Service Associates' schedule includes evenings and weekends.

## **Compensation and Benefits**

Hourly Wage Range: \$16.00 to \$16.50

## **Application Process**

Please submit an application via [kidsplaymuseum.org](http://kidsplaymuseum.org)

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.**