



Role Description: Senior Guest Services Associate

Reports to: Operations Director

Essential Function

The Senior Guest Service Associate (SGSA) is a senior member of the Guest Service Team and a key ambassador of KidsPlay Children's Museum. The SGSA promotes a safe, engaging, and memorable experience for every visitor and upholds the Museum's standards, values, and procedures. The SGSA demonstrates in-depth knowledge of museum operations, confidently resolves visitor concerns, and models professional, mission-driven behavior that fosters excellence among team members.

Reporting / Supervision: Senior Guest Service Associates report directly to the Operations Manager and provide day-to-day direction, coaching, and oversight to junior members of the Guest Service Team. They serve as the supervisory link between the Operations Manager and the Guest Service Team, ensuring consistent operational excellence and visitor service.

Essential Guest Service Duties

- **Museum Standards & Procedures**

- Implement established safety, cleanliness, and service procedures to meet operational standards.
- Accurately process transactions in Altru, maintaining data integrity and proper accounting of sales and register drawers.
- Maintain overall cleanliness and organization of exhibit spaces, program rooms, and public areas throughout the day.
- Identify and report exhibit or facility maintenance issues; remove or isolate soiled or unsafe materials promptly.
- Conduct daily checks of public spaces, documenting cleaning and maintenance activities to maintain a safe and inviting environment.
- Follow all safety, first aid, and emergency response procedures with professionalism and calm under pressure.

- **Visitor Experience & Engagement**

- Create a welcoming and friendly environment that reflects the Museum's mission and values.
- Model and promote the "Standards of Engagement" to encourage family learning and meaningful play.
- Proactively monitor exhibit areas, assisting children and families to maximize enjoyment while ensuring safety and the integrity of exhibits.
- Remain informed about current programs, events, and schedules to enhance visitor

- communication and experience.
- Stay up-to-date on the daily schedule and assist with the setup, preparation, and breakdown of museum programs, activities, and events, ensuring exhibits and spaces are ready for visitors.
- Mentor GSAs in resolving visitor concerns, guiding empathetic and effective solutions while maintaining Museum standards.

Senior Guest Service Duties

● Leadership & Team Collaboration

- Demonstrate comprehensive understanding and consistent implementation of the Museum's policies, procedures, and systems.
- Demonstrate an in-depth understanding of the Museum's offerings to provide backup/support to Group Sales & Membership functions.
- Provide guidance and oversight to Guest Service Associates, supporting compliance with operational procedures, checklists, and safety protocols, and providing feedback as needed.
- Have a thorough knowledge of the staff assignment schedule and assist with staff schedule changes, swaps, and call outs, and designating break times.
- Resolve complex visitor concerns with empathy and effectiveness, ensuring satisfaction while maintaining Museum standards.
- Work independently on special assignments and contribute to the success of museum-wide initiatives.
- Serve as a role model and mentor to Guest Service Associates, motivating the team to deliver exceptional service.
- Support and reinforce adherence to procedures, policies, values, and Standards of Engagement.
- Communicate clearly and respectfully with staff across departments to promote smooth daily operations.
- Promote a culture of teamwork, accountability, and shared purpose aligned with KidsPlay's mission.

General

- Keep the Museum's business functions confidential, including, but not limited to, financial status, customer information, employee issues, etc.
- Demonstrate daily support of the Museum's mission and values through behavior and communication.
- Perform additional duties as requested by the Operations Manager or Museum Director to enhance operations and visitor experiences.

Qualifications

- Legally authorized to work in the United States.
- 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)
 - Connecteam
 - 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 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.
- Strong problem-solving skills, including the ability to lead and direct work.
- Museum, nonprofit, or early childhood education experience
- Prior work experience in customer service, cash handling, and retail point of sale.

Physical Demands

- Considerable standing, walking, stooping, and stair climbing (up and down).
- 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.
- Ability to lift and carry objects of more than 20 lbs.

- Some lifting of more than 20 lbs., bending, and stretching overhead is required.
- Some bending and stretching overhead are required.
- Some working on ladders.
- Potential exposure to paints, glues, and solvents.
- Potential exposure to loud sounds.
- Outdoor activities may expose this position to extreme temperatures and inclement weather.

[Schedule expectation](#)

This is a part-time position targeting 25 to 30 hours per week. Due to museum hours, the schedule for this position includes evenings and weekends.

[Compensation and Benefits](#)

Hourly Wage Range: \$18.50 to \$20.00.

Senior Guest Service Associates who work over 25 hours each week for the majority of the pay periods are eligible to accrue Paid Sick Leave (PSL) and Earned Time Off (ETO) at the following rates.

- 1 hour PSL per 30 hours worked. PSL usage is capped at 40 hours per year.
- 1 hour ETO per 24 hours worked.

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