



Role Description: Guest Service Associate

Reports to: Operations Director

Essential Function

Guest Service Associates are the front-line ambassadors of KidsPlay Children's Museum. They ensure every visitor enjoys a safe, engaging, and memorable experience while upholding the Museum's standards, values, and procedures. This role combines operational responsibilities, including point-of-sale management, facility oversight, cleaning, and program setup, with proactive guest engagement to create a welcoming and educational environment.

Guest Service Associates report directly to the Operations Director and take day-to-day guidance from the Senior Guest Service Associate to maintain operational excellence and a high-quality visitor experience.

Essential Duties

- **Museum Standards & Procedures**

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

- **Visitor Experience & Engagement**

- Create a welcoming and friendly environment that reflects the Museum's mission and values.

- Remain informed about current programs, events, and schedules to enhance visitor communication and experience.
- Assist with the setup, preparation, and breakdown of museum programs, activities, and events, ensuring exhibits and spaces are ready for visitors.
- Resolve visitor concerns with empathy and effectiveness, ensuring satisfaction while maintaining Museum standards.
- 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.

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 Director or Executive 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.

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 15 to 20 hours per week. Due to museum hours, the schedule for this position includes evenings and weekends.

Compensation and Benefits:

Hourly Wage Range: \$17.25 to \$17.50

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.](#)