



## Role Description: Membership Associate

### Reports to: Operations Director

#### Essential Function

As part of the Museum's Guest Service Team, the Membership Associate is responsible for the implementation and administration of the membership program. The Guest Service Team members are the front-line ambassadors that promote a safe, engaging, and memorable visitor experience while upholding the Museum's standards, values, and procedures. This position includes Guest Service responsibilities to promote operational excellence and a high-quality visitor experience.

The Membership Associate reports directly to the Operations Director and takes day-to-day guidance from the Senior Guest Service Associates to support the safety and enjoyment of museum visitors.

#### Essential Duties

- **Membership**
  - Maintain accurate constituent and household data for membership programs
  - Administer the digital membership platform (PassPlay)
  - Process welcome communications and digital or print materials as appropriate
  - Provide responsive, personalized support to members in person and online
  - Track and report membership statistics and trends
  - Implement renewal campaigns, promotions, and staff sales incentives
  - Serve as a role model to Guest Service Associates, motivating the team to promote the membership program and deliver exceptional service.
- **Museum Standards & Procedures**
  - Demonstrate comprehensive understanding and consistent implementation of the Museum's policies, procedures, and systems.
  - Use KidsPlay's Point of Sale system, Altru, to:
    - Accurately process sales transactions
    - Collect thorough and accurate constituent data
    - Maintain proper accounting of register drawers
  - Conduct daily checks of all public spaces and document 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.

- **Visitor Experience & Engagement**

- Create a welcoming and friendly environment that reflects the Museum's mission and values.
- Demonstrate an in-depth understanding of the Museum's offerings, 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 complex 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.

- **Collaboration**

- Provide backup/support to Group Sales functions
- Work independently on special assignments and contribute to the success of museum-wide initiatives.
- Communicate clearly and respectfully with staff across departments to promote smooth daily operations

- **Leadership (in the absence of a Senior Guest Service Associate)**

- Provide guidance and oversight to the Guest Service Team, supporting compliance with operational procedures, checklists, and safety protocols, and providing feedback as needed.
- Promote a culture of teamwork, accountability, and shared purpose aligned with KidsPlay's mission.
- Have a thorough knowledge of the staff assignment schedule and assist with staff schedule changes, swaps, and call-outs, and designating break times.

## 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)
  - Connectteam
  - 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, bending, 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, carry, push, or pull materials weighing more than 20 pounds, including exhibit elements, supplies, etc.
- Ability to reach overhead and work at varying heights.
- Some working on ladders.
- Exposure to typical indoor environmental conditions found in active public spaces, including shared air environments, cleaning products, and airborne particles.
- Exposure to exhibit, program, and maintenance materials such as paints, glues, adhesives, and solvents.
- Exposure to elevated or sustained noise levels associated with children, groups, and exhibit activity.
- Occasional outdoor exposure to extreme temperatures or inclement weather during programs, events, or operational activities.
- Regular use of cleaning and sanitizing products as part of daily duties, including surface cleaning, exhibit reset, and public space maintenance, in accordance with established safety procedures and training.

## Schedule expectation

This is a part-time position targeting 20 to 25 hours per week. Due to museum hours, the schedule for this position includes evenings and weekends.

## Compensation and Benefits

Hourly Wage Range: \$18.00 to \$19.00

## 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

Please note:

- Letters of reference or a list of references with contact information will be required for finalists at a later date
- At KidsPlay Children's Museum, we prioritize the safety and well-being of children, families, and staff. All prospective employees must complete a comprehensive background screening after receiving a conditional offer.
- 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.**