



Role Description: Guest Service Associate

Reports to: Guest Service Manager

Essential Function

Guest Service Associates are front-line ambassadors for KidsPlay Children's Museum. They welcome visitors, support safe and meaningful play, complete admissions and point-of-sale transactions, and help maintain clean, organized, and engaging public spaces. Guest Service Associates perform the core visitor-engagement and exhibit-floor work of the Guest Service Team. They report to the Guest Service Manager and receive day-to-day direction from the Senior Guest Service Associate assigned as shift lead.

Essential Duties

Visitor Experience & Engagement

- Welcome visitors warmly and communicate admission, membership, program, discount, access, and visit information accurately.
- Model the Standards of Engagement and actively support children and caregivers in using exhibits in ways that encourage learning, connection, and meaningful play.
- Remain visible and engaged in public spaces, responding to visitor needs and helping maintain a welcoming and positive Museum environment.
- Respond to routine visitor questions and concerns with empathy and good judgment. Refer complex or unresolved matters to the shift lead or Guest Service Manager.
- Remain informed about current programs, events, schedules, exhibits, and Museum procedures.

Front-of-House Operations & Safety

- Process admissions, memberships, merchandise, and other point-of-sale transactions accurately and collect visitor information according to Museum procedures.
- Follow assigned opening, transaction, cash-handling, register-balancing, and closing procedures.
- Participate in opening and closing activities under the direction of the shift lead.
- Follow all safety, first aid, and emergency response procedures with professionalism and calm under pressure.
- Actively monitor and reset exhibit areas, program rooms, restrooms, and other visitor-facing spaces.

- Identify and report exhibit, facility, cleanliness, or safety concerns and take appropriate immediate action within established procedures.
- Setup, prepare, and breakdown programs, activities, group visits, rentals, and special events.

Teamwork & Continuous Improvement

- Work collaboratively with the Guest Service Team and other departments to support smooth daily operations and a consistent visitor experience.
- Identify and communicate recurring visitor questions, operational challenges, safety concerns, and other issues that affect the visitor or employee experience.
- Share visitor feedback and observations and participate in testing or implementing improvements to Guest Service practices.

General

- Keep the Museum's business functions confidential, including but not limited to customer and donor information and employee issues.
- Perform other duties as requested by the Executive Director to support the Museum's operations and service to customers.
- Demonstrate support of the Museum mission, management, and board of directors.

Qualifications

- High School diploma or equivalent combination of education and experience.
- Experience serving the public or working with children and families is preferred but not required.
- Successful results on a criminal and sexual abuse background screening.

Required knowledge, skills, and abilities

- Must project a positive attitude with both customers and co-workers.
- Ability to work in a fast-paced team environment and maintain cooperative working relationships with co-workers, volunteers, the Board of Directors, and the public.
- Ability to remain calm, welcoming, and responsive in a busy, active environment.
- Ability to work collaboratively, follow established procedures, accept direction, and respond constructively to feedback.
- Strong judgment, conflict-resolution skills, attention to detail, and ability to organize competing priorities and follow through.
- Clear and respectful written, telephone, and in-person communication.

- Demonstrates well-developed computer skills. Comfort learning and using customer relationship management, scheduling, productivity, and communication systems. Able to learn and use:
 - G Suite (Gmail, Docs, Drive, Sheets, Calendar, Photos)
 - Altru (a Blackbaud CRM)
 - Connecteam
 - Canva
 - Office 365 Suite (Word, Excel, Teams)
 - Zoom or other remote meeting technology
- Maintains a clean work area.

Preferred experience, knowledge, skills, and abilities

- Customer service, cash handling, retail, recreation, museum, nonprofit, education, or early childhood experience.
- Spanish fluency or proficiency in another language used by KidsPlay families.

Physical Demands

This is an active position in a busy children's museum. The Guest Service Associate must be able to perform the essential functions of the position, with or without reasonable accommodation, including:

- Move throughout public and staff areas of the Museum to assist visitors, monitor exhibit areas, complete assigned checks and resets, and respond during emergencies.
- Remain active and engaged in visitor-facing operations for extended periods during the workday.
- Recognize and respond appropriately to alarms, emergency signals, and other safety-related communications.
- Use near, distance, and peripheral vision as needed to operate computers and other systems, monitor visitor-facing spaces, recognize people and conditions throughout the Museum, and respond to safety concerns.
- Use computers, point-of-sale systems, phones, and other equipment required for daily operations.
- Bend, reach, and move materials while resetting exhibits and maintaining visitor-facing spaces.
- Move or assist with materials and supplies weighing up to 30 pounds when needed.

- Work in an active public environment that may include high noise levels, crowds, changing activity levels, cleaning and art materials, and occasional outdoor conditions.

Reasonable accommodations may be provided to qualified individuals with disabilities to perform the essential functions of the position.

Schedule expectations

This is a part-time position, generally scheduled for approximately 15–20 hours per week based on Museum needs and the employee's stated availability. The role includes daytime, evening, weekend, school-vacation, and holiday-adjacent shifts. Reliable attendance and punctuality are essential.

Compensation and Benefits

- Hourly wage range of \$17.25–\$17.50.
- Paid Sick Leave according to KidsPlay policy and applicable Connecticut law.
- Access to voluntary supplemental insurance benefits through Aflac.
- SIMPLE IRA with employer match, subject to plan terms and eligibility requirements.
- This position is not eligible for Earned Time Off or other employer-sponsored benefits unless required by law or provided under a separate written policy.
- KidsPlay does not currently offer employer-sponsored health insurance.

Application Process

Please submit an application via kidsplaymuseum.org

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.