



Job Title: Visitor Experiences Associate

Reports To: Director of Visitor Experiences

Details: Part-time Position, \$9 per hour, 11-20 hours per week, requires some weekends and holidays

About the Museum:

SciWorks was founded by the Junior League of Winston-Salem in 1964 as a 501(c)(3) corporation that promotes scientific literacy, lifelong learning, and an appreciation of the sciences through innovative educational and recreational experiences. The Children's Museum of Winston-Salem was founded by the Junior League of Winston-Salem and opened its doors as a separate 501(c)(3) nonprofit on November 20, 2004. The Museum is the community's destination to play and learn by experiencing literature, storytelling, and the arts. After a year of conversation, the two museums merged effective July 1, 2016 and in February, 2017 changed their name to Kaleideum. Currently, the two museums operate in separate buildings with a combined 95,000 square feet, 194,000 annual visitors and more than 2,000 members. The new mission of the combined museum is: Inspiring wonder, curiosity, and lifelong learning in our children and community through interactive play and discovery. As a merged entity, we look forward to expanding our museum's commitment to developing exhibits and programming that combine the best features of both - fusing STEM (science, technology, engineering, and math), literacy, and arts education into an integrated approach to learning. We want to help prepare early learners for school and spark all children's imaginations and their desire to learn more.

Position Summary:

Responsible for enhancing guest experiences by providing efficient, superior customer service to internal and external customers, and providing age-appropriate programming that is experiential, participatory, and interactive while promoting the mission of the museum. Duties include opening and closing the museum, processing admission and membership transactions, greeting and orienting visitors, ensuring safety and security, and providing visitor information and support in a manner designed to ensure a positive visitor experience at the museum. Additionally, this position works closely with the Director of Education to ensure effective delivery of Museum and exhibit educational content.

Primary Duties and Responsibilities:

1. Provide exceptional customer service - greet, direct, and actively assist visitors as well as resolve customer concerns following policies and procedures.
2. Open and close Welcome Desk computer systems according to current cash handling policies and procedures, and perform all cash, check, and charge transactions for all earned revenue streams.
3. Maintain appearance of Welcome Desk to provide an inviting atmosphere in the entry area.
4. Promote and upsell Museum memberships, programs, and special events. Answer incoming calls in a professional and timely manner; transfer callers appropriately and efficiently.
5. Implement educational programming and events linked to the Museum's exhibits and mission. Programs and events may be held daily during normal museum hours, evenings, weekends, and holidays; programs/events also require set up and tear down, program delivery, and tracking visitation.
6. Facilitate visitors' experience in Museum exhibits by serving as a role model for adult visitors to encourage open-ended, child-directed play with children. Provide



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impromptu story time and/or music time during high visitation periods, and deliver occasional outreach programs at events and festivals.

7. Perform Museum opening duties including turning on lights, opening needed exhibit areas, etc. Throughout scheduled shifts, routinely walk through and straighten exhibits as needed.
8. Monitor the orderly operation of the museum including ensuring that Museum rules, safety standards, and sanitation requirements are followed. During any emergency situations, respond to and facilitate procedures in a calm and comforting manner.
9. Constantly improve knowledge of Museum exhibits and programs and keep up to date with changes.
10. Work with the Prop Shop Manager and Teaching Artists to develop, plan, and lead creative making experiences with children, families, and other Museum audiences in The Prop Shop. Facilitate maker activities with a storytelling focus, including but not limited to props, costumes, scripts, puppets, scenery, lighting, and sound.
11. Perform other duties as assigned.

Knowledge, Skills, Ability:

- Ability to communicate with the public including Museum visitors, teachers, parents/caregivers, program donors, and community members in a courteous and professional manner.
- Passion for educating the public and actively promoting Museum education programs to a variety of audiences.
- Comfortable delivering content and facilitating experiences in front of large and small audiences, children and adults of all ages.
- Team player with the ability to maintain focus while working in a dynamic, ever-changing, noisy work environment. Reliable, honest, conscientious, and well-organized.
- Attention to detail and able to work with a high degree of accuracy. Skilled in problem-solving and conflict resolution.
- Ability to support a mood in the Museum that is playful, spontaneous, and fun which focuses on exploration and experimentation.
- Possess (or able to obtain) First Aid and CPR certification.
- Must be available to work days, evenings, weekends, and holidays as needed.
- Ability to work at both Kaleideum campuses a plus.

Qualifications:

Education

College degree or some college course work in Education or related field completed preferred. High school degree/GED required. Will accept a combination of education and experience if it is closely related to job skills needed for the position. Ability to speak Spanish a plus.



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Experience

- 1 or more years' experience in an educational setting working with children (ages birth and up); previous experience in a museum or non-profit environment a plus.
- 1 or more years' experience in customer service preferred. Experience with cash handling procedures and Point of Sale systems.
- Excellent communication skills and basic computer literacy skills.

Essential Physical Functions:

Ability to frequently perform the following on any given day: climbing, stooping, kneeling, crouching, crawling, reaching, lifting up to 25 pounds, and sitting on the floor for periods of time. Ability to easily and constantly move around in order to coordinate work on the floor.

All applicants must submit to a drug test and criminal background check as part of the pre-employment process for Kaleideum.

To apply, please submit a museum application and resume to cmiller@kaleideum.org.