



Job Title: Visitor Services Specialist

Reports To: Manager of Visitor Services

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

About the Museum:

Kaleideum was formed in July 2016 as the result of the merger of SciWorks and The Children’s Museum of Winston-Salem. Currently, the museum operates two locations with a combined 95,000 square feet, 200,000 annual visitors and more than 2,200 members. Kaleideum is expecting to move into a single location, located in downtown Winston-Salem, in the fall of 2021. The mission of the Museum is: *Inspiring wonder, curiosity, and lifelong learning in our children and community through interactive play and discovery.* As a merged entity, we spark the imagination and ignite the intellectual curiosity of our visitors by developing exhibits and programming that fuse STEM (science, technology, engineering, and math), literacy, and the arts into an integrated approach to learning. In all our endeavors, we seek to be strong partners with our families, schools, and community members as we prepare future generations for lifelong learning and success.

Position Overview: Visitor Services Specialists are responsible for enhancing guest experiences by providing efficient, superior customer service to internal and external customers while promoting the mission of the Museum. Duties include 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.

The successful applicant is a flexible, charismatic individual with customer service experience. Applicant should be resilient, insightful, innovative, accountable, and relationship-driven with a desire to learn new things

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. 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.
6. Constantly improve knowledge of Museum exhibits and programs and keep up to date with changes.
7. Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- Commitment to and passion for the mission, vision and values of Kaleideum
- A personal commitment to fostering a multicultural, diverse organization
- Ability to communicate with the public including Museum visitors, teachers, parents/caregivers, program donors, and community members in a courteous and professional manner.



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- 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, and 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:

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 other languages is a plus.

Experience:

- One 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.
- One or more years' experience in customer service preferred. Experience working in a fast-paced, high traffic, public environment.
- 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. 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 Precious Brayboy at pbrayboy@kaleideum.org.