

Job Title: Guest Engagement Specialist

Reports To: Manager of Guest Engagement

Classification: Part-time, non-exempt

Schedule: 15-24 hours per week. Shifts at Kaleideum Downtown and Kaleideum North. Must work a schedule that includes days, nights, weekends, and holidays.

Compensation: \$10/hour

Background:

Kaleideum was formed in July 2016 as 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:

Guest Engagement Specialists facilitate STEM demonstrations, pop-up programs, storytimes, and making experiences with children, families, and other Museum audiences at both Kaleideum locations. Through programming and *staging the museum for play*, staff in this position cultivate an environment that encourages a mood that is playful, spontaneous, and fun which focuses on learner-driven exploration and experimentation. This is public-facing position, so the successful applicant is adaptable, resilient, insightful, innovative, accountable, and relationship-driven with a desire to learn new things and remain current on a variety of topics and learning styles. The successful candidate will collaborate with peers and his or her team to deliver innovative programs that are dynamic, exciting, credible, and interactive.

Primary Duties and Responsibilities:

- Collaborate with the Guest & Community Engagement team to facilitate STEM demonstrations, pop-up programs, storytimes, and making experiences with children, families, and other Museum audiences which may be during the day, evenings, weekends, and holidays. This includes set up, delivery, evaluation, and clean up.
- Facilitate visitors’ experience in Museum exhibits by serving as a role model for adult visitors to encourage open-ended, child-directed play and by gauging visitors’ needs/abilities and responding accordingly.
- Provide exceptional guest service - greet, direct, and actively assist visitors, as well as, resolving customer concerns following policies and procedures.
- Cultivate an environment that encourages a mood that is playful, spontaneous, and fun which focuses on learner-driven exploration and experimentation.
- Monitor the orderly operation of the Museum including ensuring that Museum rules, safety standards, and sanitation requirements are followed and routinely walking through the exhibits and *staging for play and learning* as needed.
- Deliver orientation for school groups.
- Deliver occasional outreach programs at community events and festivals.
- During any emergency situations, respond to and facilitate procedures in a calm and comforting manner.
- Understand and stay current with exhibit, guest engagement, and program initiatives.
- Organize and maintain Guest & Community Engagement resources including manuals, props, tools, and supplies.
- Communicate and collaborate with teammates across Kaleideum to problem-solve, co-learn, co-create, and support the Museum’s mission.
- Continually strive to learn, meet, and exceed best practices for accessibility and inclusion in an effort to provide experiences that account for a diverse range of abilities.

- Attend all trainings and staff meetings.
- Keep management informed of all schedule changes and adhere to staff policies.
- Perform other duties as assigned.

Knowledge, Skills, 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 Museum visitors, teachers, parents/caregivers, program donors, and community members in a courteous and professional manner.
- Passionate about educating the public and actively promoting Kaleideum's mission and initiatives to a variety of audiences.
- Comfortable facilitating experiences and delivering content with large and small audiences of children and adults of all ages.
- Reliable with excellent organizational and time management skills, ability to multi-task and prioritize work flow.
- Collaborative and creative, with contagious enthusiasm for solving problems.
- Self-motivated with the ability to work independently and as part of a team in a dynamic, ever-changing, noisy work environment.
- Possess (or able to obtain) First Aid and CPR certification.

Qualifications:

- College degree or some college course work in appropriate field such as education, museum studies, arts management, STEAM fields, etc. 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 preferable, but not required.

Scope of Authority

A Guest Engagement Specialist must accept direction from the Director of Guest & Community Engagement, Manager of Guest Engagement, other Education Department leaders, and Managers on Duty.

Guest Engagement Specialists help to train new/incoming Guest Engagement Specialists as well as volunteers. Although no formal authority is held, information and experience should be shared.

Essential Physical Functions:

The physical demands described are representative of those that must be met to successfully perform the essential functions of this job. The physical demands include standing or walking more than half of the day, climbing stairs, lifting up to 25lbs, crouching, kneeling and twisting consistently.

Kaleideum is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

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 ktodd@kaleideum.org.