



Job Title: Visitor Experiences Associate

Reports To: Visitor Experiences Manager

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

Organization: The mission of the Children's Museum of Winston-Salem is to create a compelling destination for our community to play and learn by experiencing literacy, storytelling and the arts. The Children's Museum of Winston Salem opened its doors in 2004 and had more than 100,000 visitors in 2014. The Children's Museum relies on 40-50% of its budget to be fundraised through staff led initiatives and events. Effective November 1, 2014, long-time friends Peppercorn Children's Theatre is now a programming arm of the Children's Museum and known as Peppercorn Theatre at the Children's Museum of Winston-Salem.

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. Promote and upsell Museum memberships, programs, and special events. Answer incoming calls in a professional and timely manner; transfer callers appropriately and efficiently.
4. 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.
5. 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 impromptu story time and/or music time during high visitation periods, and deliver occasional outreach programs at events and festivals.
6. Perform Museum opening duties including turning on lights, opening needed exhibit areas, etc. Throughout scheduled shifts, routinely walk through and straighten exhibits as needed.
7. 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.
8. Constantly improve knowledge of Museum exhibits and programs and keep up to date with changes.
9. Maintain appearance of Welcome Desk to provide an inviting atmosphere in the entry area, including organization of lost and found items and maintenance of gift shop items.
10. Perform other duties as assigned.



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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
- Possess (or able to obtain) First Aid and CPR certification.
- Must be available to work days, evenings, weekends, and holidays as needed.

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.

Experience

- 1 or more years' experience in an educational setting working with children birth through 8 years old; 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 the Children's Museum of Winston-Salem.

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