SEASONAL VISITOR SERVICES ASSOCIATE (Gilbert House Children's Museum)

PRIMARY PURPOSE
Gilbert House Children's Museum welcomes over 85,000 visitors annually and provides a multitude of opportunities for families to engage in learning through creative play. The Visitor Services Associate is responsible for promoting a fun, safe, and clean learning experience for all visitors.

ESSENTIAL DUTIES AND RESPONSIBILITIES
• Lead Educational Learning Opportunities- Lead an educational lesson with visitors as well as running projects outlined by the Programs Lead and Education Coordinator.
• Customer Service- Interact with visitors and promote memberships, learning opportunities, events, and activities.
• Exhibit Restaging- Make sure all exhibits are staged and fully stocked before opening and throughout the day.
• Sanitation-Follow daily sanitation schedule for exhibit components and sanitation protocols.
• Museum Rounds- Walk the entire Museum and Outdoor Discovery Area a minimum of once an hour.
• Membership Service- Provide tours to patrons and/or parents. Process new memberships and member renewals.
• Supporting the Welcome Desk- provide staff 10-minute breaks and check in with staff regularly throughout the day.
• Welcome Desk- admitting members and ASTC members into the Museum. Answering the phone and transferring calls as needed.
• Point of Sale- Processing admission, Gift Shop, education classes, camps, and preschool transactions.
• Field Trips- Provide Field Trip orientations and extra customer service care when needed.
• Birthday Party- Assist in staging room and extra customer service care when needed.
• Communication- check emails, calendar and museum website daily.
• Staff Meetings- Attend required staff meetings and committee meetings.
• Safety- Report all safety concerns to the Manager on Site.
• Other assigned duties.
Applicant must be able to climb stairs, lift-up to 20 pounds and pass a background check. The Museum is open Mondays during all school breaks, Tuesday to Sunday 10 am to 5 pm; weekend work is required. This position is part time at $11.25/hour. Please send a resume, cover letter, and three professional references to resumes@acgilbert.org. Or visit the museum to inquire about the position.