



Visitor Service Associate

Reports to: Executive Director

Close date: Open Until Further Notice

PRIMARY PURPOSE

Gilbert House Children's Museum welcomes over 95,000 visitors annually and provides a multitude of opportunities for families to engage in learning through creative play. The Visitor Service Associate is responsible for promoting a fun, safe, and clean learning experience for all visitors.

KEY JOB ELEMENTS

Gilbert House Children's Museum provides learning through creative play opportunities for children, with focus on children ages 1 – 8. Visitor Service Associates are responsible for providing a positive customer service experience for guests, be able to manage a variety of tasks, and must work well in a team environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 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 per hour.
- Support Educational Learning Opportunities – Support an educational lesson with visitors as well as running projects outlined by the Education Coordinator.
- Membership Service – Provide tours to patrons and/or parents. Process new memberships and member renewals.
- Supporting the Welcome Desk – Provide staff with 10-minute breaks and check-in with staff regularly throughout the day.
- Welcome Desk – Admitting members and partner (ACM, ASTC, NWAYM) members into the Museum. Answering the telephone and transferring calls as needed.
- Point of Sale – Processing admission, Gift Shop, and education classes/camps transactions.
- Field Trips – Provide Field Trip orientations and additional customer service care, when needed.
- Birthday Parties – Assist in staging room and provide additional customer service care, when needed.
- Communication – Represent the values of the museum in all communication, check emails, calendar and museum website daily.
- Staff Meetings – Attend required staff and committee meetings.
- Safety – Report all safety concerns to the Manager on Site.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Applicants must be 16 years or older, be able to climb stairs, lift up to 20 pounds, have reliable transportation and pass a background check. The Museum is open Tuesday – Sunday, 10am to 5pm (September – May) and Sunday – Saturday, 10am to 5pm (May – September). Weekend work is required. This position is part-time and begins at \$14.20/hour. After successful completion of a 90-day training period, compensation may be increased to \$15.50/hour. Please send a cover letter, resume, and three professional references to operations@acgilbert.org or visit the museum to inquire about the position.