

Position: Playologist formally Visitor Services Associate Assistant

Reports To: Executive Director and Museum Operations Manager

Non-Exempt Part Time Position

Expectations For All Employees

Children's Museum of Stockton pursues its mission based upon core values. An employee's job performance must support and exhibit the Museum's core values:

People come first, are treated with dignity and respect, and are encouraged to achieve their full potential; Relationships are built on honesty, integrity and trust; Diversity of people and thought is respected; Excellence is achieved through teamwork, leadership, creativity and strong work ethic; Efficiency is achieved through wise use of human and financial resources; and commitment to intellectual achievement is embraced.

Position Overview:

Responsible for interacting and assisting guests of the Children's Museum of Stockton (CMS) in a professional manner and promoting an exceptional Museum experience. The Playologist is the first face of the Museum and responsible for creating the ultimate experience for each visitor.

Major Job Responsibilities:

- Friendly delivery of the Museum's mission and values to the visiting public, guests and volunteers
- Facilitate spontaneous activities
- Role modeling imaginative play to caregivers and staff in exhibit spaces
- Greet and assist Museum guests with enthusiasm and sincerity.
- Ensure highest level of customer service is practiced at all times.
- Respond to guest questions, concerns and comments while working in the exhibit space
- Perform basic retail requirements in gift store.
- Constantly monitor guest safety and security.
- Resolves visitor concerns or complaints in a manner satisfactory to all parties.
- Cash handling and accurate accounting of cash registers and drawers.
- Provide assistance with Museum programs, including day camps, workshops, programming, field trips, free days, birthday parties, rentals, outreach and events.
- Provide assistance with Mobile Bus program.
- Active participation and interaction with children and their adults
- Some reception duties and answering general Museum information questions (on the phone and in person).
- Set-up and clean-up of art studio space at Museum closing and opening.
- Opening and closing procedures including doors, resetting exhibits, cleaning and preparing the Art Studio, and birthday party rooms.
- Ensure that all exhibits are functioning properly (ie, powered on, supplied with appropriate materials and supplied). Alert management if an exhibit is not functioning properly.
- Assist in planning events, programs, art studio activities and outreach activities.
- Assisting in lost child/caregiver response
- Keeping up to date on Museum policies, standards, and participating in training sessions to review known material and learn new material.
- Assisting with data entry projects, mailings, and other projects as assigned
- Responds to emergency cleaning situations to include spills, bodily fluids and breakdown/malfunction of restrooms; responding in a timely manner to these situations and

isolating the area for guest safety.

- Set-up and breakdown of chairs, tables, sound equipment etc for special events and according to request for facility rental including cleaning and arrangement of tables/chairs; remaining available and onsite for assistance with last minute requests; providing excellent customer service to organizations and guests.
- Assist in volunteer orientation and training
- Other duties as assigned

Required skills and abilities

- Ability to effectively engage all visitors with different learning styles.
- Shows a professional manner while working in exhibit space and facilitating programs.
- Able to interact and react positively in a high-energy environment with caregivers and children.
- Reading - Ability to read and understand exhibit and program curriculum.
- Speaking - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion.
- Reasoning Ability - Ability to apply principles of logical thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions; to plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions.
- Ability to work with a wide variety of people.
- Work well under time constraints, and in stressful conditions.
- Demonstrated organizational and task management skills.
- Capacity to positively improvise/interact spontaneously with visitors with an enthusiastic and cheerful personality
- Comfortable and confident working with children and adults.
- Guest-service oriented individual with excellent communication skills and a positive attitude.
- Ability to be flexible and patient while also staying energized, enthusiastic, and focused on providing excellent customer service.
- Ability to communicate with the public including Museum guests, teachers, parents/caregivers, and donors, in a courteous and professional manner.
- Reliable and conscientious.
- Ability to problem solve and provide conflict resolution.
- Ability to work with minimal supervision.
- Confidentiality, professionalism, patience and flexibility.
- Must be available to work weekends, evenings, and holidays as needed.
- Desire to work with people of many diverse backgrounds
- Must be extremely reliable and punctual
- Must work in an ethical and professional manner
- Demonstrates professionalism with a respect and sensitivity to differences
- Has strong interpersonal skills that include responding well to supervision
- Must be able to work collaboratively at all levels within the organization
- Is flexible, supports change in Museum organization and operation

Experience/Skills/Qualifications:

- Guest-service oriented individual with excellent communication skills and a positive attitude.
- Ability to be flexible and patient while also staying energized, enthusiastic, and focused on providing excellent customer service.
- Must be able to work in a team environment
- Proven ability to provide outstanding customer service in fast paced, high volume settings; can act quickly in a challenging situation
- Exemplary verbal and written communication skills

- Experience using calculator, cash register, phone, fax and copy machines, computer, and database software.
- Must be CPR and Infant First Aid certified
- Valid CDL preferred

Education:

- High School Diploma
- Associate of Arts in related field preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to:

- Ability to ambulate, reach, and lift 10lbs; bend, lift from the waist, sit and stand for long periods of time, repetitive bending, stooping and kneeling
- Use of hands to keyboard, to handle and or to feel
- Talk and hear others

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 Stockton.

Employee

Date: _____

Executive Director

Date: _____