



JOB DESCRIPTION

Title: Visitor Service Assistant

Employee classification: Non-exempt, part-time, hourly

Work Schedule: Varies Monday – Sunday 9:30am – 6:30pm.

Reports To: Director of Museum Services

Job Purpose: Promote The Children's Museum's mission by providing quality visitor experience to children and their caregivers through exhibits, hospitality, museum cleanliness, implement museum policies, and enhancing the visitor's overall learning experience through customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

<p>1. 35% MAINTAINS QUALITY CUSTOMER SERVICE BY:</p> <ul style="list-style-type: none"> • Providing hospitality to children and their caregivers by greeting each visitor, offering information, answering questions, and providing general assistance • Communicating museum policies to visitors • Selling tickets, memberships, and retail products when providing support to the Greeter's Desk and Box Office • Providing assistance in exhibits as needed 	<p>3. 35% MAINTAINS OVERALL CLEANLINESS OF MUSEUM BY:</p> <ul style="list-style-type: none"> • Walking through museum using the 22 minutes standard • Upkeep of bathrooms, products, exhibits, spills, and general neatness • Cleaning props and exhibits throughout the day • Participating in the morning and nightly cleanings • Supporting education staff in cleaning after programming • Providing assistance to education department programming team
<p>2. 20% MAINTAINS A SAFE ENVIRONMENT BY:</p> <ul style="list-style-type: none"> • Following and enforcing TCM's standards and policies • Communicating any potential or active problems to the appropriate museum staff • Assisting in lost child/caregiver response 	<p>4. 10% PARTICIPATES IN INTERDEPARTMENTAL COLLABORATION AND TRAINING BY:</p> <ul style="list-style-type: none"> • Keeping up to date on museum policies, standards, and specific language • Participating in training sessions to review known material and learn new material • Assisting in additional tasks as assigned by supervisor or Executive Director

JOB QUALIFICATIONS

- EDUCATION:** High school diploma or GED required, A.A. or B.A. preferred
- EXPERIENCE:** Customer Service experience required; experience working with children families preferred; familiarity with a fast-paced work environment preferred.
- SKILLS & ABILITIES:** Basic computer skills; ability to operate and program cash register; ability to lift 50 pounds; good communication necessary; flexible and responsible; able to prioritize; friendly people person

Upon hire, please sign below, stating you have read and understand the above job description.

Employee's Signature

Date