

Kidzu Children's Museum - Visitor Services Associate

Kidzu Children's Museum seeks fun, creative, and dedicated individuals from diverse backgrounds to join our workforce! Visitor Services Associates work as the "face of the museum" greeting and checking in visitors, conducting tours, sharing information about programs/events/special workshops, and more. Visitor Services Associates serve a dual role in promoting the museum's unique and quality experience by receiving cross training for both our admissions desk, and the museum exhibit areas.

Ideal candidates will have experience working directly with young children 8 & under, have customer service/retail experience; have the ability to work independently and in a group. Candidates should be comfortable multi-tasking in a fast paced environment, but also be a self-starter during slow times.

Essential Responsibilities/ Primary Activities:

- Promote the power of play by Interacting and engaging with children & families in a professional and friendly manner to maximize learning and enjoyment in the museum
- Check in visitors and track museum attendance while providing excellent customer service to all visitors
- Promote membership sales and process membership renewals with great attention to detail
- Support museum fundraising campaigns
- Provide assistance to visitors who may need information on procedures, special needs, daily activities, membership questions, birthday parties, and more
- Monitor exhibit areas and enforce Kidzu rules
- Perform open & close procedures with a focus on restock, cleaning, and sanitizing
- Respond proactively to safety issues
- Assist with public programs and private events including set up/break down

Requirements:

- Must have exceptional customer service skills and have a positive attitude at all times
- Must be reliable, punctual, and flexible in your availability
- Must be comfortable interacting with groups of all ages, cultural backgrounds, and abilities.
- Must be able to use and learn basic computer skills quickly
- Must demonstrate teamwork in working closely with visitors, school groups, teachers, board members, community partners, volunteers, and staff
- Must be self-motivated and be able to work efficiently and effectively with little to no supervision

Qualifications:

- High school diploma or equivalent experience
- Experience with young children and their families in recreational settings
- Experience in retail, sales, or customer service
- Previous cash handling experience
- Weekend availability (additional shifts or extended hours may be required to accommodate peak periods, such as school vacation weeks and summer hours)

Additional Experience – a plus:

- College experience or equivalent with related course work in non-profits, education, family learning, or retail
- Fluency in a second language
- Ability to play musical instruments to potentially assist with birthday parties, or music programs
- Previous museum experience

If you feel this is the right position for you, please submit a resume and cover letter to our Visitor Services Manager at singleton@kidzuchildrensmuseum.org. Feel free to email any further questions you may have about the position.

Starting pay is \$10/hour