

Glazer Children's Museum

JOB DESCRIPTION

Guest Services Team Member

Position Summary:

This position is responsible for the successful daily operation of the guest visit at the Museum with a focus on providing quality, memorable guest experiences to all visitors to the Museum. This position is generally the first and last contact that a guest will make with the Museum, and ensures a great first impression and lasting memory. Position involves rotating through a variety of front-of-house duties; including front desk / sales, detailing exhibits, concierge assistance, and lobby engagement, that all contribute to a positive guest experience at the Museum.

This is a part time, non-exempt position reporting to the Manager of Guest Services Team & Delivery or their designee. As weekends are our busiest days, candidates must be available at least one weekend day.

Essential Functions:

- Upbeat, fun, and friendly delivery of the Museum's mission and values to the visiting public and volunteers through delivery of excellent and accurate service via face-to-face, phone, and electronic interactions.
- Deliver continuous high-quality & engaging interactions across all functions of the position; being playful, creative, and displaying the exuberance of childhood play in your daily role as an ambassador of the Museum experience.
- Accurate facilitation of daily sales and Museum memberships using the integrated point of sale system.
- Maintain responsibility of all aspects of a cash register, including accurate cash handling throughout a shift
- Engage guests in the lobby as they enter and exit the facility.
- Facilitate field trips and birthday group arrivals, departures, and logistical / welcoming needs as required.
- Facilitate arrival and departure of campers for weeks of camp imagination
- Resolve guest concerns, listening to, empathizing with, and reacting to guest feedback. Utilize sound judgement and decision making when taking in guest feedback or applying procedures / policies.
- Assist in execution of donation promotions or sales contests as part of the admission process.
- Assist in daily staging and detailing (propping & cleaning) of Museum exhibits and public spaces.
- Assist in the collection of survey data from events, programs, birthdays, and field trips.
- Employs a critical eye to cleanliness and safety of all guest spaces. Actively seek to improve the experience a guest has at the Museum.

- Work within your team to identify challenges and come up with creative solutions that positively impact the experience of the guests.
- Utilize online tools at-hand such as Altru (point of sale system), Gmail, Slack, and Monday.com as a means to effectively communicate and transfer information to team mates.
- Assists Education team in resetting/closing the facility after the last guest exits.
- Other duties as required and assigned

Qualifications and Requirements:

- High school diploma or equivalent education or experience
- Experience working with children preferred
- Bilingual preferred
- Authentic smile, animated facial expression, upbeat tone of voice, and displaying playfulness is the expectation
- Ability to connect to a wide variety of guests of all ages. Talking to adults and children alike in every interaction
- Ability to deliver joyful and energetic engagement with the public
- Ability and willingness to proactively consider guest needs and deliver exceptional service
- Rotate throughout the admissions desk, lobby, and exterior to facilitate a positive guest experience
- Ability to work cross-departmentally in a team environment to deliver excellent customer service
- Will require schedule flexibility for evening events
- Will require holiday / peak seasonal availability
- May require occasional evening or outdoor work

Mental Skills and Abilities:

- *Math* - Ability to calculate variables, formulas, ratio and proportion; to use practical application of fractions, percentages, and statistics
- *Reading* - Ability to read and understand technical journals, manuals, reference books, and cash reports
- *Writing* - Ability to write business letters, expositions, summaries, emails and reports using proper format and conforming to rules of punctuation, grammar, diction and style
- *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 or scientific 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.

Work Situations:

- *Analysis* – The ability to use tools & resources to gather data and make informed decisions on their realm of responsibility and develop concise plans for implementation
- *Communication* - The ability to relate to people in situations involving more than giving and receiving instructions
- *Conflict Resolution* – ability to listen actively, relate to guests, and use empathy to resolve difficult situation. Ability to remain calm under high pressure situations
- *Direction, Control and Planning* - Adaptable to accepting responsibility for the direction, control, or planning of an activity. The employee may be in a position to negotiate, organize, direct, formulate practices, or make final decisions
- *Feelings or Ideas* - Adaptable to situations involving the interpretation of feelings or ideas in terms of personal viewpoint. The employee may be called upon to use creativity, self-expression, or imagination
- *Influencing* - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be in a position to motivate, convince, or negotiate
- *Measurable or Verifiable Criteria* - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data
- *Performing Under Stress* - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting
- *Repetitive, Continuous* - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature
- *Sensory or Judgmental Criteria* - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations
- *Set Limits, Tolerances, or Standards* - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job
- *Variety and Change* – Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor

Physical Demands:

- *Light Work* - Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fine Motor Skills* - Picking, pinching, or otherwise working with fingers
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands
- *Hearing* - Perceiving the nature, intent or meaning of sounds
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
 - (a) Clarity of vision at 20 inches or less
 - (b) Clarity of vision at 20 feet or more
 - (c) The ability to judge distance and space relationships
 - (d) The ability to identify and distinguish colors

I certify that I have reviewed and understand all of the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities,

October 13, 2021

requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Signature

Date

October 13, 2021