

# 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, lobby engagement, merchandise sales, welcoming duties with camps, field trips and birthdays, all that all contribute to a positive guest experience at the Museum.

This is a part-time, non-exempt position requiring at least two full shifts per week plus weekend availability (at least one weekend day). This is a front facing position requiring full guest interaction. A Guest Services Team Member reports to the Manager of Guest Services or his/her designee.

#### 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, admissions, memberships, field trips, camps, merchandise, and birthday parties 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 camp, 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. Addressing concern to the best of your ability

- Utilize creative problem solving skills, sound judgment and logical 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
- Consistently 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 and lobby area is reset
- Performs guest calls / call-backs and responds to emails as required in a timely manner
- Other duties as required and assigned

### Education/Training

- High school diploma or equivalent education or experience
- Bilingual English/Spanish/Other preferred
- Previous experience or desire to work with children is preferred
- Authentic smile, animated facial expression, upbeat tone of voice, and displaying playful exuberance is the expectation

### Experience/Skills

- Ability to work with a variety of people
- Work well under time constraints, in high-paced, stressful and noisy conditions
- Good public speaking skills
- Ability to connect to a wide variety of guests of all ages. Talking to adults and children alike in every interaction

### Required Skills/Abilities

- Ability to have reliable transportation to and from work and adhere to the schedule

- Requires schedule flexibility and availability for evening events, Holiday and peak season for the Museum. Indoor or outdoor settings.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability and willingness to proactively consider guest needs and deliver exceptional service
- Rotate throughout the admissions desk, lobby, exhibit levels, and exterior to facilitate a positive guest experience
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Growth mindset with the ability to work well with others.

### Physical and Mental Requirements

- Ability to deliver joyful and energetic engagement with the public
- Must be able to remain in a stationary position over 50% of the time.
- 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.
- Ability to move self in different positions to accomplish tasks in various environments including tight and confined spaces.
- Ability to work cross-departmentally in a collaborative team environment to deliver excellent customer service
- Must be able to complete tasks in a noisy environment
- Employees are subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside or outside.

### Values of GCM

- Collaboration & Integrity
  - Strong “we are better together” mentality that makes for a great teammate.
  - Trustworthy individual who takes the responsibility of representing the department, the museum, and its ideas at all times. Puts the museum first in all work related decisions and situations.
  - Is honest and takes responsibility for mistakes.

- Leads by example and has an attitude of service toward our community.
- Play and Experimentation
  - Ignite a shared passion for the power of play by engaging children, families, and the entire community.
  - Committed to lifelong learning
  - Understands that the role they play is to serve as an ambassador for play and the Glazer Children’s Museum and conducts themselves in a manner that is both fun and professional.
- Equity and Inclusion
  - Advocate for equity, inclusion, accessibility, and diversity - treats all people with respect and dignity.
  - Identify and remove barriers, so every child and family has access to powerful play and feels welcome
  - Treats everyone with dignity and respect, both inside and outside the organization

Acknowledgement

*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, 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.*

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Signature

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Date