



Team Leader: Props + Staffing

Designed to inspire hands-on learning through play, the Greensboro Children's Museum (GCM) engages children and families of all ages in fun, learning experiences which contribute to their growth and development through play, creation, outdoor exploration and STEM experiences. GCM is a 501(c)3 nonprofit organization.

The Guest Services Team Leader keeps the Museum safe, organized, and in good working order by managing staff and volunteers through their assigned daily tasks. The Guest Services Team Leader should have **strong supervisory, organizational, and customer service skills**. This person will actively manage staff during Museum operations, work with front desk operations and point-of-sale system.

Reports to: Education Director

Position Status: Non-exempt, full-time

Hourly Rate: \$15/hour

Schedule: This position is full-time and is designed to be 40 hours a week with rotating weekends.

Roles and Responsibilities

50% Staff and Facility Management

- Manage the opening and closing of the Museum each day
- Check for field trips, birthday parties, special groups, activities, meetings, and room rentals scheduled for the day and be sure all staff and volunteers on the exhibit floor are aware of the day's events
- Supervise staff and volunteers while working on the exhibit floor, ensuring that they have assignments and are following Museum practices
- Communicate with the Facilities and Exhibits Manager on any facility needs
- Oversee a schedule of exhibit and prop cleaning
- Provide first aid to injured guests. Keep documentation on all injured visitors
- Ensure Museum's exhibit and facility cleanliness standards are met in all Museum areas, including restrooms, party rooms, play plaza, patio, and parking lot
- Keep the facility rental room and supplies organized
- Assist Admissions during high traffic times and during breaks and lunches
- Assist with the set-up and clean-up of special events or meetings
- Responsible for staying up to date on the latest news, closing, special hours, events, programs, policies, meeting and general happenings at the Museum
- Resolve all escalated all guest concerns or complaints as acting Team Leader

25% Prop Management

- Create and execute a systems-based approach to managing props including these key components: sanitation, maintenance, budget and storage
- Ensure that all staff are properly trained on exhibit prop systems
- Research and purchase Museum props and supplies with an eye to innovative, unique materials and items for our target audiences

25% Associate Recruitment and Onboarding

- Lead efforts to recruit, hire, and onboard Museum Associates as needed.
- Schedule and lead quarterly training for Associates

Other Duties

Besides the Roles and Responsibilities, all GCM staff members are asked to provide assistance when needed to support the GCM team in furthering its mission of promoting learning through play. This may include, but is not limited to, providing back-up on other GCM programming, sitting on ad hoc committees for events and relationship building.

Physical Requirements:

- Ability to work in a public facility
- Ability to stand, stoop, reach and bend; mobility of arms to reach, dexterity of hands to grasp and manipulate large and small objects
- Ability to read small print
- Ability to walk and stand for long periods of time
- Ability to regularly lift more than 25lbs
- Ability to work with cleaning products
- Must be open to working occasional nights and weekends

Qualifications:

- Prior supervisory experience
- Ability to communicate respectfully and effectively with a diverse group of visitors
- Ability to handle emergency situations with a calm demeanor
- Effective problem-solver
- First-aid certified (preferred)
- Ability to learn the Museum point- of-sale system (Training will be provided)

To apply, email a letter of interest and resume to Stephanie Ashton at sashton@gcmuseum.com.

Final candidates will be asked to give written permission for the Museum to conduct a criminal background check.

The Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, genetic information, sexual orientation, marital status or status as a Vietnam era or special disabled veteran, sex, including pregnancy, national origin, age (for those 40 years of age or over) or disability. Decisions on employment will be based so as to further the principles of Equal Employment Opportunity. This nondiscrimination policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, assignment, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.