



Guest Services Associate

The Greensboro Children's Museum has been the place for children and families to explore, play, and learn together in our community for more than 20 years! We are looking for talented and enthusiastic individuals to join our team and work to help families safely engage in hands-on fun and experience the power of play. If you have experience in informal education or hospitality or are interested in building these skills, please consider applying today.

Mission: 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.

Reports to: Guest Services Team Leader
Position Status: Non-Exempt, part-time
Pay Rate: \$11/hour
Schedule: Weekend and weekday hours are available.

Rotating Roles: Guest Services Associates may serve in one of three different roles. Training is provided for each role.

Welcome Host/Party Host

As a Welcome Host, you are the first face our guests interact with and your personality sets the tone for all the children and families visiting the Museum. You strive to make our guests feel welcome and ready to explore whether they are coming to play, for a birthday party, or a special event! This role will keep you on your toes as you are the staff member that fields guests' questions, makes quick decisions, and handles money through transactions.

Primary Job Duties for the Welcome Host

- Greet and welcome all guests with kindness and respect
- Process cash, credit, and check payments
- Answer the phone in a courteous and efficient manner
- Manage long lines with grace
- Possess strong time management skills
- Communicates clearly with other staff to optimize guests' experiences and implement safety procedures
- Provide excellent customer service from initial greeting of party family and guests and throughout their party experience
- Answer questions accurately and with enthusiasm

Exhibit Host

Our indoor and outdoor exhibits are designed to inspire hands-on learning through play. But what is the difference between a space and an experience? You! Our exhibits team works to ensure a safe, fun learning experience for all of our guests. In this role you will be creating and exploring alongside our guests as well as helping to maintain and clean the exhibits. You are responsible for providing the highest level of customer service and frontline engagement as to maximize all guest's enjoyment of the Museum.

Primary Job Duties for the Exhibit Host

- Greet all guests
- Run activity stations
- Prop, re-prop, and re-prop again in the exhibits
- Maintain cleaning and sanitizing procedures in exhibits, restrooms, snack areas, party rooms, other areas
- Prepare, set rooms as needed for parties, programs, lunches, meetings
- Prepare props and/or materials for exhibits, activities, programs, and events as well as support educators during scheduled programs and events
- Assist with crowd control during busy operational hours, such as weekends, holidays, and special events.
- Provide assistance to all guests by answering general questions concerning museum offerings, exhibits, and scheduled programs and activities.

Educator

This position works to deliver educational programs, field trips, fun activities, and exceptional guest experiences at the Greensboro Children's Museum. The ideal candidate is positive, high-energy, engaging, and thrives in a lively environment. Further, this candidate should have a strong interest in the educational focus areas of the Museum: early childhood development, food education, and STEAM.

Primary Job Duties for the Educator

- Teach indoor and outdoor field trip programs to large school groups
- Assist in hands-on classes and class series for all ages
- Lead groups of children in lessons under the guidance of a program instructor
- Initiate positive play in Museum exhibits
- Conduct lessons, activities, and structured play experiences for guests of all ages
- Maintain our classroom and exhibit spaces for tidiness and program preparation

Qualifications

- Communicate effectively with adults and children
- Demonstrate professional phone skills
- Able to efficiently manage long lines
- Must respond well under pressure while still delivering strong customer service
- Experience using a database or client management system
- Experience using a point of sale system
- Certified in First Aid (preferred) and willing to provide care and direction in emergency situations
- Able to work outdoors
- Able to stand, stoop, reach and bend; mobility of arms to reach, dexterity of hands to grasp and manipulate small and large items
- Able to walk and stand for long periods of time
- Able to regularly lift more than 25 lbs

- Able to work with cleaning products
- High School Diploma or Equivalency

To apply, email a letter of interest and resume to Kayla Barnes at kbarnes@gcmuseum.com.

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

The Greensboro Children's Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, including pregnancy, national origin, age (for those 40 years of age or over), physical or mental disability, or veteran status, or special disabled veteran, if otherwise qualified, in accordance with applicable federal laws.