

Guest Services Associate (Discovery Guide)

Part-time | Hourly (20–27 hours/week)

We're looking for energetic and enthusiastic individuals to join our team as Guest Services Associates, also known as Discovery Guides. In this vital role, you'll ensure that every guest feels welcomed, connected, and engaged from the moment they arrive to the moment they leave.

You'll work in a fast-paced, educational and fun environment where your input is valued and your impact is real. The Nido & Mariana Qubein Children's Museum opened in Spring 2022, and has since welcomed more than half a million guests to downtown High Point. As a vibrant, growing institution, we are passionate about sparking curiosity and inspiring learning through play.

Primary Responsibilities

- Provide excellent customer service throughout the museum, including in exhibits, the welcome desk, café, gift shop, field trips, party spaces, our outdoor activities including gem mining and the double-decker carousel
- Assist with ticketing, check-ins for birthday parties, field trips and general admission
- Operate registers for café, gift shop, and membership sales
- Set up and reset exhibit areas
- Sanitize exhibits and clean up throughout the day
- Present "Pop-Up Experiments" — interactive STEM-based learning experiences
- Assist in art projects, story time
- Organize and tidy exhibit props and materials
- Clean party spaces and lunch areas after use
- Help guests discover the wonders of the museum through meaningful interactions
- Collaborate with teammates to problem-solve and support smooth daily operations
- Maintain a welcoming, clean, and positive environment
- Engage children and caregivers in playful, educational experiences

Schedule & Availability

This is an hourly position averaging 20–27 hours per week. Each shift is approximately 4.5 hours. Weekend availability is required as is a commitment to at least four shifts/18 hours a week.

Museum operational hours:

- Tuesdays: 8:30 AM – 1:30 PM
- Wednesdays, Thursdays, Fridays, Saturdays: 8:30 AM – 5:30 PM
- Sundays: 12:30 PM – 5:30 PM

- Some holiday shifts may be required
- The children's museum is closed to the public on Mondays

Qualifications

- Strong verbal communication and interpersonal skills
- Friendly, enthusiastic, and team-oriented personality
- Comfortable engaging with children and adults
- Ability to operate cash registers and computer systems
- Strong organizational skills and attention to detail
- Patience and active listening skills
- Thrives in a fast-paced, collaborative setting
- Flexible and able to adapt to changing needs
- Must be 18 years or older to be considered

Physical Requirements

- Considerable walking, standing, stooping, bending for extended periods of time. Moving equipment, pushing/pulling carts, carrying items.
- Occasional lifting of 25lbs.

Additional Information

- This job description is not all-inclusive; responsibilities may shift based on museum needs
- All applicants are subject to a thorough background check prior to employment

To Apply:

Please send a letter about yourself and your resume to:

Work@QubeinChildrensMuseum.org