Guest Services Associate (Discovery Guide)

Part-time | Hourly (20–27 hours/week)

We're looking for energetic, enthusiastic, and guest-focused individuals to join our team as **Discovery Guides (Guest Services Associates)!** In this important role, you'll help create memorable experiences by making every guest feel welcomed, engaged, and inspired from the moment they walk through our doors.

As a Discovery Guide, you'll be part of a fun, fast-paced, and interactive environment where creativity is encouraged, teamwork matters, and every day brings something new.

Since opening in spring 2022, the **Nido & Mariana Qubein Children's Museum** has welcomed more than half a million guests to downtown High Point. As a growing destination for families, we're passionate about sparking curiosity, creating meaningful connections, and inspiring learning through the power of 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 STEAM-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.

Three shifts per week are required.
Two weekend shifts a month are required.

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
- Ability to safely operate a double-decker carousel, follow training, ensuring quick response during emergencies.
- 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

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