

Guest Services Associate (Discovery Guide)

The Nido & Mariana Qubein Children's Museum opened in Spring 2022 in downtown High Point and has welcomed more than 250,000 guests. Our first year has been an exciting one, full of learning, adapting and experimentation. The Nido & Mariana Qubein Children's Museum was named North Carolina's Visitor Attraction of the year by The NC Travel Industry Association. Opinions of our staff are valued and appreciated as our new museum continues to grow and build on our knowledge and successes.

Join our team as a Guest Services Associate and play an important role in inspiring children and ensuring our guests have a fun and exciting learning experience.

We need energetic individuals to work in a fun, educational, fast-paced environment. Guest Services Associates, which we call Discovery Guides, are vital members of our team, ensuring guests feel welcomed, connected and engaged from the moment they step foot into the museum and throughout their entire visit.

Primary Responsibilities:

Provide excellent customer service in all areas of the museum including exhibits, welcome desk, cafe, gift shop and party spaces.

Assist in ticketing at the welcome desk

Work registers for café and gift shop sales, membership sales.

Assist in checking in birthday parties and field trips.

Set up exhibits.

Sanitize exhibits throughout the day.

Organize and clean props.

Pick up exhibits and props throughout the day.

Clean following birthday parties and field trip lunches.

Assist in presenting "Pop Up Experiments" interactive STEM programs.

Help guests to discover the wonders of learning and all that the museum has to offer.

Work collaboratively with the museum team to problem solve and ensure smooth daily operations.

Maintain a positive workplace environment

Provide a high profile, enthusiastic presence in the museum.

Engage children and grown-ups in play and learning.

Help maintain a clean and welcoming environment.

Knowledge, Skills and Ability:

- Strong verbal communication skills to interact clearly with customers and other employees
- Ability to work a cash register
- Ability to work on a computer to complete membership sales and ticket check-ins
- Strong organization skills to keep accurate records and find important information quickly
- Patience and listening skills to respond appropriate and interact positively with customers
- Interpersonal skills to create a pleasant experience for all customers and staff
- Thrives in a fast-paced, collaborative work environment
- Flexibility and ability to adapt to change

Physical Demands:

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

Hours/Schedule:

This position is an hourly position averaging 20-30 hrs/week. Weekend availability is required.
Each shift is 4.30 hours. Shifts are during open hours of the museum.
Tuesdays 12:30 p.m.-5: 30 p.m.
Wednesdays, Thursdays and Fridays 9 a.m. to -5:30 p.m.
Saturdays 9:30 a.m. -6:30 p.m.
Sundays 12:30 p.m. -5:30 p.m.
Requires working some holidays if necessary.

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time.

Before hiring, a thorough background check will be completed

Please send a letter about yourself and your resume to work@QubeinChildrensMuseum.org