

Guest Services Associate (Discovery Guide) – Summer Role

Part-time Seasonal (May-August) | Hourly (20–27 hours/week)

Looking for a fun, active summer job? Join us as a Discovery Guide and spend your days helping kids and families play and explore—especially outdoors at our gem mining station and carousel.

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 exhibits, welcome desk, café, gift shop, field trips, party spaces, and **outdoor attractions like gem mining and the carousel**
- Assist with ticketing and check-ins for birthday parties, field trips, and general admission
- Operate registers for café, gift shop, and memberships
- Set up and reset exhibit areas and outdoor activity spaces
- Sanitize exhibits and clean throughout the day
- Lead and present “Pop-Up Experiments” (interactive STEM activities)
- Support art projects, story time, and hands-on learning experiences
- Organize and maintain exhibit props and materials
- Clean party spaces and lunch areas after use
- Help guests engage with and explore all areas of the museum
- Work as part of a team to problem-solve and keep daily operations running smoothly
- Maintain a welcoming, clean, and positive environment
- Actively engage children and caregivers in playful, educational experiences

Outdoor Focus

- Regularly work outside supporting **gem mining and carousel operations**
- Engage guests in hands-on outdoor activities
- Help maintain outdoor spaces and equipment
- Work in **varying weather conditions** (heat, humidity, cooler days, light rain)

Physical Requirements

- Frequent standing, walking, bending, and moving for extended periods
- Regularly lifts and carries up to 50 pounds
- Pushes, pulls, and moves equipment and materials
- Works both indoors and outdoors throughout the shift

Schedule & Availability

- 20–27 hours per week; shifts approximately 4.5 hours
- Weekend availability required
- Some holidays required
- Museum is closed to the public on Mondays

Qualifications

- Must be 18 years or older
- 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 strong listening skills
- Thrives in a fast-paced, collaborative environment
- Flexible and adaptable to changing needs