



Guest Services Associate

The Nido & Mariana Qubein Children's Museum seeks energetic individuals to work in a fun, educational, fast-paced environment. Guest Services Associates 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 customer service in all areas of the museum including exhibits, welcome desk, cafe, gift shop and party spaces
- Help guests to discover the wonders of learning and all that the museum has to offer
- 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
- Assist in ticketing and café/gift shop sales and birthday parties
- Work collaboratively with museum staff to problem solve and ensure smooth daily operations
- Maintain a positive workplace environment

Knowledge, Skills and Ability:

- Strong verbal and written communication skills to interact clearly with customers, and other employees
- Strong organization skills to keep accurate records and find important information quickly
- Patience and listening skills to respond appropriate and interact positively with upset customers
- Expert 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:

- Walking, standing, stooping, bending
- Moving equipment, pushing/pulling carts, carrying items
- Occasional lifting of 25lbs

Hours/Schedule:

- This position is an hourly position averaging 30 hrs/week
- The schedule for this position matches open hours of the museum as follows:
 - Tuesdays 1-5
 - Wednesdays - Fridays 9-5
 - Saturdays 10-6
 - Sundays 1-5

- Flexibility to work nights and weekends as necessary for events and special programming.
- 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.