
Floor Manager

Nido & Mariana Qubein Children's Museum – High Point, NC

Pay: \$20/hour | Approx. 24-27 hours per week | Part-time

Position Overview

The **Floor Manager** is an essential leadership role at the Nido & Mariana Qubein Children's Museum, dedicated to creating an engaging, safe, and welcoming environment for all visitors. This highly visible position ensures smooth daily operations, supports front-line staff, and helps deliver the outstanding customer experience that defines the "Happiest Place in High Point." Candidates should be passionate about guest service, confident in managing people and situations, and comfortable being hands-on and present throughout the museum.

Key Responsibilities

Operational Support & Guest Services

- Assist with ticketing, admissions, and membership sales
- Support the front desk, group check-ins, and educational programming
- Deliver exceptional customer service with professionalism and empathy
- Troubleshoot exhibit technology and Point of Sale (POS) issues quickly and accurately
- Oversee and support cash handling and register reconciliation processes

Team Leadership & Facility Oversight

- Serve as an on-the-floor leader, guiding front desk staff, educators, and volunteers
- Manage daily facility operations, including opening, program set-up/reset, and ensuring public spaces are guest-ready
- Troubleshoot facility issues, including custodial or exhibit-related needs
- Provide coaching and real-time supervision, including task delegation and team support
- De-escalate visitor concerns and lead response to emergency situations
- Ensure routine sanitation and cleanliness of the museum throughout the day
- Support birthday parties, field trips, and special programs
- Assist with scheduling staff

Safety & Security

- Promote and enforce safety standards across all museum spaces
- Conduct regular walkthroughs and inspections to identify and address safety risks
- Lead with calm, compassionate authority during emergency situations
- Ensure building security during operating hours and at closing

Visitor Experience & Engagement

- Actively engage with guests to ensure a warm and welcoming atmosphere
 - Provide helpful information and support to children and families
 - Monitor exhibit use for safety and functionality
 - Help coordinate and implement weekend programs and special events
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Field Trip & Group Visit Support

- Assist with organizing and confirming school and group visits
 - Maintain clear communication with educators and group leaders
 - Greet and host field trips, ensuring an organized and positive educational experience
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Schedule

This is a part-time position averaging approximately 24 hours per week:

- **Tuesday – Friday:** 8 a.m. to 2 p.m.
 - **One Saturday/month** (rotating): 10 a.m. to 3 p.m.
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Qualifications

- 1–3 years of experience in education, museums, visitor services, or a related field.
- Experience supervising or leading a team strongly preferred.
- Strong customer service, problem-solving, and organizational skills.

- Comfortable working in a fast-paced, child-focused environment
 - Confidence using POS systems, registers, and basic IT troubleshooting
 - Able to give clear instructions and speak to large groups
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Skills & Attributes

- Strong interpersonal and verbal/written communication skills
 - Leadership with a calm and confident demeanor, especially under pressure
 - Ability to manage multiple responsibilities and adjust to changing needs
 - Real-time decision-making and conflict resolution capabilities
 - Proficiency in handling cash and operating a POS system
 - Team-focused, flexible, and committed to museum values and goals
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Physical Requirements

- Regular walking, standing, bending, and stooping
 - Ability to lift up to 20 lbs occasionally
 - Pushing/pulling carts and carrying items as needed
 - Computer operation for ticketing, reporting, and communication tasks
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About Us

The **Nido & Mariana Qubein Children's Museum** is located in downtown High Point and has welcomed over 500,000 guests since opening three years ago. Recognized as **North Carolina's Visitor Attraction of the Year**, our museum is committed to offering joyful, educational experiences in a family-friendly environment. We pride ourselves on being the "**Happiest Place in High Point**," and that includes fostering a supportive and engaging workplace for our team. Staff input is valued as we grow and evolve together.

Note: This job description provides a general overview and may be adjusted as needed. A background check is required prior to employment.