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Job status:	Part-Time or Full Time
Position reports to:	Visitor Experience Supervisor
Starting salary:	\$15.50 - \$17.00 / hour DOE
Work week:	Varying days Tuesday-Sunday with flexibility

A Visitor Experience Guide (VEG) is a vital part of the Visitor Experience Department and is responsible for interacting with museum visitors of all ages. A VEG provides information and facilitates exhibits through play to enhance the visitor experience and create an environment that is welcoming and memorable including following the organizational goals including its race and justice initiatives.

VEGs also support our admissions desk and host birthday parties, earning valuable customer service and classroom management experience. This position utilizes strong visitor service, communication skills, multitasking ability, flexibility, judgment, patience, and humor.

## **Responsibilities and Duties:**

- Visitor Service
  - Greet all visitors and respond to their needs in a positive way
  - Ensure all patrons are following posted COVID-19 protocols. Seek support from management when needed.
  - Perform all admissions desk duties including, the point-of-sale system, cash handling, and answering phones
  - Accurately inform visitors of museum offerings
  - Keep exhibit floor and meeting areas in optimal condition
  - Follow safety procedures to regularly clean and sanitize exhibits
  - Assist in maintaining the cleanliness of the facility including but not limited to, restrooms, classroom spaces, and the exterior of the building
  - Lead birthday parties as needed
- Informal Education
  - Interpret and facilitate exhibits through play
  - Perform demonstrations and activities on the museum floor
  - Facilitate educational events as needed
  - Assist with training Play Guides as needed
- Perform other related duties as assigned

## **Experience and Qualifications:**

- Bilingual applicants strongly preferred
- Experience in a customer service environment preferred
- Experience working with children preferred
- Friendly, outgoing personality required; must enjoy working with children and families
- Thrive on working in a fast-paced environment with a wide variety of job responsibilities and demands
- Demonstrated ability to communicate and relate effectively to a wide variety of individuals
- Able to work both independently and in cross-functional teams to solve problems creatively
- Efficient computer skills
- Ability to remain in a stationary position for extended periods of time, work outdoors, move from ground to above shoulder, ascend/descend stairs, position self to bend, stoop, sit, push, and pull

## **To serve the best interest of the museum patrons, KQCM will:**

- conduct a criminal background check on all prospective employees
- require proof of immunizations within thirty days of employment
- require certification in Adult, Child, and Infant CPR, First Aid, and AED

## **COVID-19 Amendments**

Due to the unprecedented circumstances caused by the COVID-19 pandemic, the nature of your work will continue to evolve as we innovate new ways to operate. Your main responsibilities will continue to include:

- Visitor Services
- Informal Education

All KQCM employees are expected to comply with current internal, local, state, and federal guidelines for maintaining safe workplaces and reducing the spread of infectious diseases.

KQCM is a non-profit that offers a unique, fun work environment where curiosity and creativity are encouraged.

KQCM is an equal opportunity employer and is committed to workforce diversity.

People of color and any self-identification are encouraged to apply.

We are a dog-friendly office.

Our mission is to create learning through the power of play and exploration that connects children to their communities and the world.

To learn more visit [kidsquestmuseum.org](http://kidsquestmuseum.org)

Applications can be submitted to [jobs@kidsquestmuseum.org](mailto:jobs@kidsquestmuseum.org)