

Children's Museum of Pittsburgh

Position Title: Birthday Party Pal
Reports To: Birthday Party Supervisor
Supervises: N/A
Status: Non-exempt, part-time hourly

Summary of Position: Pals are primarily responsible for sharing information, special programming, and worthwhile experiences with visitors while in attendance at a birthday party. Hosts play, create, discover, learn, and grow with visitors as they make the museum experiences accessible to them.

Key Responsibilities:

Board Relations: N/A

Development: N/A

Financial:

- Observe all policies and procedures for financial management and record keeping.

Human Resources:

- Observe all Museum policies and procedures for human resource management, including Employee Handbook.

Management: N/A

Marketing:

- Positively and accurately represent the Children's Museum to the community at large.

Operations:

- Understand, follow, and enforce established Museum policies and procedures.
- Understand and be able to perform emergency procedures (i.e. fire evacuation, accident reporting).
- Follows appropriate safety and security procedures and uses equipment and materials properly.
- Part-time position that requires evening and weekend hours depending upon program schedules and birthday events.

Planning: N/A

Programming:

- Visitor Interaction: Staff facilitate educative and creative experiences with general visitors, primarily birthday party attendees. While interacting with visitors, staff:
 - Participate: Staff positively interact with visitors, get them involved in museum and party experiences. Staff gauge visitors' needs and accommodate accordingly.
 - Guide: Staff show visitors' activities developed for party and museum exhibits.
 - Communicate Information: Staff treat visitors with respect and friendly and courteous communication. Hosts help visitors by orienting them to the museum and party activities and informing them on exhibit areas and programming.
 - Readying Party Areas: Staff make sure the party area is a safe, tidy and fun place to visit. On a daily basis, staff are responsible for opening and closing the party rooms, make sure the area is inviting to play in as well as stocked with material for creating art and/or projects.
- Participate in and lead programming activities.
- Understand and stay current with exhibit and programming initiatives, particularly as they relate to the Birthday Parties.
- Attend regular training sessions.
- Keep Birthday Party management staff informed of all schedule changes and adhere to staff policies.

Supervisory: N/A

Other: N/A

Physical Effort: Birthday Party staff requires moderate physical effort including physical and mental stamina necessary in interacting with people for long periods of time. Some light lifting (of tables and material boxes) possible depending on individual capabilities and assistance is available. Moves consistently about the museum attending to visitors' needs.

The physical demands and work environment characteristics are representative of those encountered while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Health & Safety Administration: Position involves casual exposure to large numbers of children and exposure to germs associated with working in public attractions. Use of safety gloves are provided if necessary.

Qualification (Position) Criteria: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Act 33, 34, and FBI Clearances required. Must be at least 18 years of age.

Education Equivalent: High School degree or equivalent.

Previous Experience: At least moderate personal or working experience with children.

Scope of Authority: The Pal must accept direction from the Birthday Party Supervisor, Special Events Manager or Birthday Party Manager On Duty. Experienced Birthday Pals help to train new/incoming staff as well as general volunteers and youth volunteers. Although no formal authority is held, information and experience should be shared.

Interpersonal Communications: Good communication and interpersonal skills with children, adults and people with special needs is essential.

Analytical Skill Required: Good judgment skills are essential for dealing with children, adults and people with special needs. Good organizational skills required for setting up and leading activities. Development and implementation of age appropriate activities is necessary.

Scope of Impact on Financial Matters: Birthday Party Pals are a direct connection to our visitors and therefore can have a direct correlation on whether the visitor will return for a party and/or to visit the museum again.

I have read and understand this explanation and job description.

Employee Signature/Date

Supervisor Signature/Date

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