

Children's Museum of Pittsburgh

JOB OPENING ANNOUNCEMENT

For more than 30 years, the Children's Museum of Pittsburgh has provided "innovative museum experiences that inspire joy, creativity and curiosity". Through high quality exhibits and programs, we provide opportunities to the region's children for learning and play. We also provide resources and partner with those in the community who share our vision and work with or on behalf of children. We are currently recruiting for the following position:

Visitor Services Associate

Reports to: Visitor Services Manager/Supervisor

Non-exempt. Casual part-time and Seasonal.

Various hours; may require evening and weekend shifts depending upon program schedules and community events.

Position Summary

Visitor Services Associates assist with ensuring the overall quality of the museum's admissions process, exhibits supervision and guiding groups. The majority of time is spent working with the general public and school groups in admissions and exhibit areas.

Position Duties

- Positively and accurately represent the Children's Museum to the community.
- Provides information about membership & upcoming Museum events, encouraging sales.
- Daily use of admissions software involving hands-on monetary transactions and opening / closing cash drawer procedures.
- Follows safety / security procedures using equipment and / or material properly.
- Helps to maintain a clean surrounding space for visitor comfort and safety.
- Communicate any safety / performance issues regarding exhibit components to management.
- Present positive interaction with children and adults to ensure informative and creative experiences at Museum.
- Treat every visitor with respect providing friendly, courteous communication by orienting them to the Museum and informing them of exhibit areas / programs.
- Understand and stay current with exhibit and program initiatives.

Position Requirements

- Background in customer service, and cash handling **required**. Experience working with children preferred.
- FBI, Act 33 and 34 Clearances required. Must be at least 18 years of age.
- Efficient leadership and time management skills when guiding groups.
- Comfortable facilitating and managing exhibit spaces and components
- Understanding and ability to perform emergency procedures (i.e. fire evacuation, accident reporting).
- Must be dependable, adaptable and exhibit effective communication skills.
- Interest and enthusiasm for working with children and families.
- Requires moderate physical effort including physical and mental stamina necessary in interacting with people for long periods of time. This position requires high energy and interest interacting with visitors while stationary and /or moving throughout the museum. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- High School degree, GED or equivalent required.

If you are interested in applying for this position, please complete our online application found at: <https://pittsburghkids.org/job/jobs>. In addition, you may be required to submit a resume and cover letter. Please follow the instructions on the application site.

Thank you for your interest. The Children's Museum is an Equal Opportunity Employer. Our employees are aware of this ad.