



200 West Island Avenue San Diego, California 92101 t 619 233 8792 f 619 233 8796 thinkplaycreate.org

The New Children's Museum-Position Description

TITLE: Visitor Experience Specialist

DEPARTMENT: Marketing and Communications

REPORTS TO: Visitor Experience Manager

TYPE OF POSITION: Part-time, Non-Exempt (Reopening/Interim)

STARTING WAGES: \$15.75

SCHEDULE: Guaranteed minimum of 12 hours/week, 8 hours per day (weekends and weekdays required) pending museum operating days.

The New Children's Museum is a new model of children's museum whose mission is to stimulate imagination, creativity and critical thinking in children and families through inventive and engaging experiences with contemporary art.

The New Children's Museum has been closed since March 19 due to the COVID-19 pandemic. We are planning to reopen the Museum in phases, beginning with activities on Island Avenue, the adjacent park and Main Level. The number of days the Museum will be open will gradually increase, beginning with as few as 2 days/week in late July and increasing up to 5 days/week in September. The Museum is currently looking for visitor-facing employee specialists to help provide guests with a positive, fun, and memorable experience while also maintaining new safety and cleanliness protocols. The Visitor Experience Specialists will rotate their day in several areas, including (but not limited to) the Plaza (parking), outside entrance on Front Street and Island Avenue, activity stations in the park/street, art installations, activity stations and the patio (Paint/Clay), as well as other reasonable duties as assigned.

RESPONSIBILITIES

- Participate in set up and take down of Museum experiences on Main and outside in park/street.
- Greet motorists in the Plaza, assist with payment and click into garage
- Greet guests and process daily admission ticket purchases and membership transactions using Altru POS system
- Suggest, sell and process new Museum Memberships
- Engage with guests and facilitate at the activity stations (basic instruction, customer service)
- Administer first aid for minor incidents and report incidents to VE Manager or security
- Ongoing cleaning and disinfecting of indoor and outdoor activity stations and installations
- Continually monitor and enforce social distancing and mask-wearing policies
- May be stationed inside or outside to monitor directional flow (to activity stations, to restrooms, to store)
- Responsibilities will expand to include additional indoor museum galleries and programming on Upper and Lower level as Museum reopens (phased in per guidelines).

- Assist with Load-in/Load-out for third party and Museum events.
- Other reasonable duties as assigned

QUALIFICATIONS

- High school diploma or equivalent.
- Preferred two (2) years of related customer service/sales experience.
- Experience working with children strongly preferred.
- Hands-on art instruction a plus.
- Cash/payment handling skills a plus/willingness to learn preferred
- Ability to provide excellent customer service skills under pressure
- Desire to learn about/communicate Museum's mission, installations, studios and programs with guests
- Positive attitude and excellent team player
- Reliable, dependable, adaptable and flexible
- Willingness to be certified in First Aid and CPR.
- Bilingual a plus.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, talk, see and hear. The employee must be able to verbally communicate in a concise manner. Some of the daily responsibilities require being outdoors with shade provided.

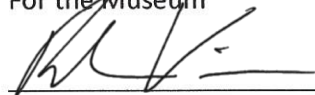
WORK ENVIRONMENT

A majority of the work day will include the employee to be standing and walking. Work will be conducted both indoors and outdoors with constant ambient noise levels. Based on current pandemic-related guidelines, employee must adhere safety protocols, including having temperature taken when arriving at work; wearing a mask always when working with the public or interacting with other staff members; maintaining social distancing. Standard museum safety protocols including fire regulations, and avoidance of falls, trips, and similar museum hazards.

TO APPLY

Please submit your resume to careers@thinkplaycreate.org and reference "Visitor Experience Specialist" in the subject line.

For the Museum



Reed Vickerman

Date: 15 September 2020

For the Union



Nate Fairman

Date: 9/14/2020