



Title/Position: Birthday Host (Part-Time, Sat/Sun)

Reports to: Guest Services Manager

General Responsibilities: The Birthday Host oversees all weekend birthday parties to ensure that visiting guests have a superior experience from check-in to check-out.

Duties will include but are not limited to:

1. Going out of your way to create a meaningful experience for members and guests
2. Greeting birthday guests for check-in and guiding guests through the check-out process
3. Ensure that birthday party guidelines are being followed by party guests
4. Using the point-of-sale system to collect final payment and attendance counts
5. Maintaining birthday party rooms including initial set-up, end of day clean-up, and resetting between parties
6. Stocking birthday rooms with goodie bags, cleaning supplies, and other essential items
7. Addressing visitor questions and concerns with urgency and professionalism
8. Assisting Guest Services staff in end-of-day exhibit closing procedures.
9. Communicating exhibit/facility maintenance needs to Guest Services Manager
10. Performing other tasks as assigned by Guest Services Manager

Required Skills:

1. Must be 16 years of age
2. High-school diploma preferred
3. Commitment to excellence in customer service and teamwork
4. Experience engaging and interacting with young learners and their adults
5. High comfort level working with children in a fast-paced, high-traffic, public environment
6. Views children as capable and competent and recognizes that children learn naturally through play
7. Ability to genuinely communicate with diverse guests of all backgrounds and abilities
8. Ability to respond to guest needs and urgent/emergency situations in a calm, comforting manner
9. Ability to independently manage and prioritize several tasks efficiently and with ease
10. Reliable, flexible, and able to work cooperatively with other staff members as a positive team player
11. A strong commitment to the mission, vision, and values of WCM

Essential Physical Functions: On any given day, may be frequently required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching, lifting up to 25 pounds and moving short distances

Hours of work: Saturday, 8:30a-5:00p and Sunday, 11:30a-5:00p

Compensation: \$12.50 per hour, non-exempt