



Title/Position: Weekend Play Guide (Part-Time, Sat/Sun)

Reports to: Guest Services Manager

General Responsibilities: The Weekend Play Guide works to enhance the overall museum experience of members and guests by delivering engaging pop-up activities, assisting with birthday parties, and serving as supervisor on duty on Sundays.

Duties will include but are not limited to:

1. Going out of your way to create a meaningful experience for members and guests
2. Actively engaging and playing with guests and members in all museum exhibits
3. Addressing visitor questions and concerns with urgency and professionalism
4. Independently facilitating pop-up activities throughout the museum
5. Ensuring museum floor expectations are met at the highest level, including maintaining inviting and safe exhibit spaces, monitoring exhibits for safe play, and assisting other staff with opening, closing and midday cleaning procedures
6. Assisting with birthday party sign-in/sign-out and preparation/clean-up of birthday rooms
7. Serving as supervisor on Sundays, including leading staff huddles before and after shift, assigning exhibits, and directing staff on the museum floor as needed
8. Assisting Welcome Desk as needed, including point-of-sale and membership tasks
9. Communicating exhibit/facility maintenance needs to maintenance staff
10. Performing other tasks as assigned by Guest Services Manager

Required Skills:

1. Must be 18 years of age
2. Post-secondary education 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: \$15.00 per hour, non-exempt