



**Title/Position:** Guest Services Lead

**Reports to:** Guest Services Manager

**General Responsibilities:** The Guest Services Lead supports the Guest Services Manager in ensuring that museum floor expectations are met at the highest level by providing excellent customer service to guests and members, maintaining the museum floor, and leading part-time Guest Services staff in their daily duties

**Duties will include but are not limited to:**

- Going out of your way to provide excellent customer service to museum visitors and members
- Maintain and monitor all museum floor spaces to ensure safe play and a positive customer experience
- Serve as manager on duty when Guest Services Manager is absent
- Respond to guest concerns in an urgent and professional manner
- Supervising Guest Services staff, including: assigning Guest Services staff zone duties; managing break and lunch schedules; encouraging Guest Services staff to engage and interact with children and their adults in a playful and friendly manner
- Ensure a positive experience for birthday party guests, monitor birthday party check-in/check-out, and supervise Birthday Room setup/cleanup duties and other procedures
- Provide training for guest services staff on museum floor
- Ensure exhibits are functioning properly and communicate exhibit/facility maintenance needs to Maintenance Technician and Exhibits Manager
- Execute opening and closing procedures in coordination with other museum staff
- Other duties as needed and assigned.

**Required Skills:**

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

**Compensation:** \$30,000 - \$35,000 salary dependent on experience and ability. Benefits include health/dental/vision options, flexible PTO and 401K. This position requires weekend availability.

**To apply for this position:** Please send a cover letter, resume, and two professional references to Carolyn Law, Employee Experience Manager, at [claw@wonderscope.org](mailto:claw@wonderscope.org). Wonderscope is an Equal Opportunity Employer.