



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 meet 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:

- 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 the Guest Services Manager is absent.
- Respond to guest concerns expediently and professionally.
- 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; assist the Birthday Party Host, if needed, with check-in and check-out; supervise Birthday Room setup and cleanup duties; and follow other procedures.
- Provide training for guest services staff on the museum floor.
- Ensure exhibits function correctly and communicate exhibit/facility maintenance needs to the Maintenance Technician and/or 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 a similar field
2. Ability to work weekends and holidays.
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

Compensation: \$30,000 - \$38,000 salary, dependent on experience and ability. Benefits include health/dental/vision options, flexible PTO, and 401K. This position requires weekend availability with alternate Sunday/Monday or Monday/Tuesday off.