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Title/Position: Birthday Party Specialist

Reports to: Guest Services Manager/Lead

General Responsibilities: The Birthday Party Specialist works to provide excellent customer service to birthday party hosts and museum visitors on Saturdays and Sundays

Duties will include but are not limited to:

- Provide excellent customer service to birthday party hosts and museum visitors
- Ensuring birthday party expectations are met at the highest level, including greeting and checking-in party hosts, assisting party hosts with their birthday supplies, assisting with set-up and clean-up of party rooms, being the point person for party hosts, and maintaining an inviting museum atmosphere
- Performing party room opening and closing procedures
- Actively engaging birthday party hosts and museum visitors and addressing any of their questions or concerns
- Work in tandem with other guest services staff to complete necessary museum tasks
- Communicating exhibit/facility issues or needs to appropriate staff members
- Performing other tasks as assigned
- Essential Physical Duties - this position is exposed to a fast-paced, high-traffic, public environment:
 - Must be able to standing for long periods of time
 - Repetitive climbing, stooping, kneeling, crouching, crawling, reaching
 - Lifting up to 25 pounds
 - Noise level is moderate to high

Required Skills:

- Must be minimum 16 years of age
- Dedication to excellent customer service and teamwork
- Comfortable working with young children and their adults
- Ability to appropriately communicate with diverse guests of all backgrounds and abilities
- Ability to respond to guest needs and urgent situations in a calm, comforting manner
- Reliable, flexible, and able to work cooperatively with other staff members
- Self-motivated and comfortable working independently
- Listens and responds to directions given by other staff members or supervisors
- Commitment to the mission, vision, and values of WCM

Hours of Work: 8:30am-5:00pm Saturdays, 11:30am-5:00pm Sundays

Compensation: \$15.00-\$17.00/per hour based on previous customer service experience

[Click here to apply.](#)