



Title/Position: Program Specialist I

Reports to: Director of Programs

General Responsibilities: The Play Guide works with other members of the Programs Team to deliver high-quality STEAM-based classes and pop-up activities throughout the museum and assists in onboarding, exit, and facilitation of Exploration and Adventure field trips

Duties will include but are not limited to:

1. Going out of your way to create a meaningful experience for members and guests
2. Independently facilitating pop-up activities throughout the museum
3. Assisting program staff in daily programming and additional pop-up activities
4. Participating in weekly activity planning meeting in collaboration with Programs team
5. Performing intake and exit procedures for Exploration field trips
6. Co-facilitating Adventure field trips with other members of the program team
7. Addressing visitor questions and concerns with urgency and professionalism
8. Assisting Guest Services staff in performing exhibit opening, closing, and midday cleaning procedures
9. Performing other tasks as assigned by Director of Programs

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: Monday 9:00a-3:00p, Tuesday-Friday 8:30a-4:30p

Compensation: \$32,000 annually with health benefit options, flexible PTO, and 401K opportunities.