



VISITOR EXPERIENCE ASSOCIATE JOB DESCRIPTION

SUPERVISOR: Visitor Experience Manager

FULL TIME/PART TIME: Part-Time

BENEFITS: Non-eligible

EXEMPT/NON-EXEMPT: Non-exempt

The Children's Museum of Findlay, a 501(c)3 nonprofit organization, has been inspiring children, connecting families, and building community through exploration, exhibits, programming, and play since we opened our doors in July 2014. We are a museum just for kids! Located in the Findlay Village Mall, our hands-on exhibits help children aged birth to ten years old learn all about science, technology, engineering, arts, and mathematics through a variety of activities tailored just for their learning experience.

Visitor Experience Associates (VEAs) are responsible for creating a welcoming learning environment for all visitors at the Children's Museum of Findlay. VEAs perform daily opening/closing duties throughout the Museum, museum admissions and memberships, routine cleaning, resetting of exhibits, and preparation of program materials.

RESPONSIBILITIES

- Maintain the highest standards of friendly, helpful customer service at all times.
- Check in museum visitors through membership verification or paid admissions
- Process new and renewed annual memberships
- Perform routine cleaning tasks including daily vacuuming, trash disposal, and other cleaning tasks as needed.
- Reset exhibits and maintain museum floor through positive visitor interaction.
- Other duties as assigned.

QUALIFICATIONS

- Advanced course work or experience in customer service, education and/or family learning, or retail operations preferred
- Experience working with young children (ages 0-10) and their families preferred
- Excellent communication skills

COMPENSATION

This position is an hourly paid position. Rate is commensurate with experience.

Children's Museum of Findlay Museum is an Equal Opportunity Employer.