**Job Title:** Museum Assistant
**Position Type:** Part Time, non-exempt, 16-30 hours
**Department:** Operations
**Reports to:** Manager on Duty
**Salary Band:** $9.00-$12.00

**Position Overview:** Museum Floor Assistants at the expERIEnce Children's Museum are the first line of the customer service experience at the museum. The assistants will handle all aspects of museum work: cleaning and maintaining the museum facility and its exhibits, welcoming guests, answering phones, and facilitating birthday parties. The assistant's job is to support the ECM's mission by enriching the lives of children through a positive experience when visiting the museum.

**Key Responsibilities:**

- Provide exemplary customer service in welcoming, cashing in and out, and interacting with the guests at the museum.
- Provide guests with overviews of the museum exhibits and activities.
- Interact with museum guests in a friendly and positive manner throughout the museum experience.
- Accurately handle all transactions through the POS system.
- Answer the phone and directs calls in a professional manner.
- Assist in maintaining the museum exhibits, including but not limited to cleaning and disinfecting exhibit components.
- Assist in the general janitorial duties throughout the museum as directed.

**Qualifications:**

- Ability to pass the Pennsylvania State Police Criminal Record, Child Abuse History, and FBI Fingerprint Clearances
- Ability to follow directions effectively.
- Ability to provide exemplary customer service to a wide variety of guests.
- Experience in working with both families and young children.
- Desire to learn about the museum and its mission within the community.
- Interaction with our exhibits, including, but not limited to, the three-story climber and the outdoor area.
- Everyday stairs and elevator use with general mobility throughout the museum.
- Understanding of basic computer operations, telephone use, and other technology as assigned
- Excellent interpersonal skills both written and verbal, with the ability to communicate effectively with people of all ages.
- Ability to work as a team to promote the museum and its mission, while embodying the museum mission to create, imagine, explore, and play.
- Ability to work weekend hours.
- Ability to take direction and show initiative.