

Guest Experience Associate

Job Description

Exempt: Part-Time, Non-Exempt

Location: 929 E Wisconsin Street, Milwaukee WI 53202

Reports to: Manager of Guest Experience



Our Mission

Inspire all children to wonder and explore their world through play and innovative, hands-on learning experiences.

Position Summary:

The Guest Experience Associate serves as a frontline ambassador for Betty Brinn Children's Museum in a very multi-functional role. Primarily, they are directly responsible for setting the tone of every museum visit by welcoming each visitor and family to the museum. Under the direction of their supervisors, they will assist in opening and closing, working on the exhibit floor, facilitating play, assisting museum guests, staffing the information/admissions desk, and assisting with other museum events.

Basic Requirements:

- All BBCM staff, volunteers and interns who work onsite are required to provide proof of full vaccination against COVID-19 by their hire date unless a reasonable accommodation is approved.

Responsibilities and Duties:

- Serve as an ambassador to the museum – setting a playful and positive tone for every visit, welcoming families with warmth and excitement by sharing information about the museum efficiently but enthusiastically.
- Greet each visitor, offer information, answer questions, provide general assistance, share information, and orient visitors to the new museum – a daily list of programs and upcoming events.
- Process all transactions on the museum's POS system – handling ticketing sales, selling memberships, processing birthdays and group visits payments.
- Monitor the museum floor and exhibits, have a working knowledge of all exhibits and be able to instruct and engage with families and visitors about exhibit operations and facilitate their interactions.
- Report any broken or malfunctioning exhibit components or museum property to the appropriate staff member and help to keep exhibit props in their correct locations.
- Assist in the routine cleaning of exhibit components and areas around exhibits.
- Handle all situations ensuring the safety of museum visitors and the security of museum facilities, equipment, and supplies
- Attend staff meetings and training as needed
- Other duties as assigned

Minimum Qualifications:

- Excellent customer service skills, with a minimum of 1-year experience working in customer service, sales, and/or hospitality.
- Minimum of 1 year of experience in cash handling and credit card transactions

- A welcoming, enthusiastic, and engaging presence.
- Excellent communications skills, with an ability to engage with both adult caregivers and children.
- Must be able to multitask in a fast-paced environment
- Must possess high standards, a positive attitude, be detail-oriented and work well both with others
- Must be willing to work weekends

Salary

\$12 per hour

To Apply:

Please email your resume along with a brief description of why you want to work at the Betty Brinn Children's Museum to hr@bbcmkids.org. Please include the job title of the position you are applying for in the subject line.

Betty Brinn Children's Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression or any other characteristic protected by federal, state or local laws.