



# Job Description

<b>Position Title</b> Play Guide / Museum Floor Staff	<b>Organization</b> Koch Family Children's Museum of Evansville	<b>Supervisor</b> Guest Services Manager
<b>Effective Date</b> 10/13/2020	<b>Hours</b> Varied / As Scheduled	<b>FLSA Status</b> Non-Exempt

**Basic Function:**

Play Guides are responsible for working as a team to support open-ended, child-directed play experiences within the Museum's public spaces. Also responsible for providing all front-of-house functions (ticket and merchandise sales, restocking, information to guests, etc.), membership solicitation and fulfillment of the Koch Family Children's Museum of Evansville's mission.

**Essential Functions:**

- Work to create a climate that is conducive to play—behavior that is personally directed, freely chosen and intrinsically motivated.
- Engage children, adults, and teachers by disseminating information through speeches, presentations, educational programs and personal interaction.
- Intervene in carefully measured ways to support the play process, modeling creative and respectful ways to interact with children through play.
- Develop good communication with adult caregivers and engage those adults in appropriate play opportunities.
- Recognize and adjust for each individual child's and adult's cognitive, physical, cultural, and social differences.
- Engage in a daily individual and group reflective practice that includes recording observations of children's play and sharing them, in order to consistently improve and adjust to diverse play experience at the Museum.
- Learn about and be prepared to communicate information about Museum artworks and artists, deepening visitor experience and encouraging visual literacy and critical thinking.
- Provide opportunities for families to witness and talk about their play experiences.
- Solve problems and provide excellent customer service.
- Assist in the maintenance of a clean and safe work environment, to include performance of basic housekeeping duties.
- Assist the birthday party host family with set up, clean up, and time management for the duration of the party. Answer questions as needed.
- Conduct established procedures for daily operations of the Museum, Gift Shop and Admissions (i.e., guest relations, cash handling, admission/group sales and retail sales).
- Process admissions and retail sales using a computer and point of sale software.
- Solicit Museum Membership sales. Utilize membership software for fulfillment.
- Answer telephones and provide general Museum and community related information.
- Maintain a physical environment that is comfortable and engaging for both children and adults; clean and stock galleries to ensure the safety and cleanliness of all public areas.
- Troubleshoot visitor issues and be trained and prepared for emergencies; ensure the safety, orientation and comfort of visitors. Assist parents/caregivers in administering first-aid and complete incident reports.
- Communicate with the Museum's maintenance team to identify safety issues.
- Work weekends, holidays and occasional evenings (for museum after-hour events).
- All other duties as assigned by supervisor or Executive Director.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. cMoe Management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.



**Organizational Relationships**

**Reports to:** Guest Services Manager  
**Supervises:** N/A

**Skills**

- Excellent communications skills both in person and on the phone.
- Sales and customer service skills.
- Ability to prioritize tasks while working with minimal supervision.
- Ability to deal with sensitive issues and maintain confidentiality.
- Ability to deal successfully with a wide range of people.
- Cash transaction handling skills; and ability to work quickly and accurately under constant pressure.
- Working knowledge of cash registers, use of a calculator, and a working knowledge of Microsoft Word, Excel.

**Education**

- High School or GED; some college preferred, but not required.

**Experience**

- Must enjoy working with children and with the public.
- Demonstrated experience in Retail or Office duties is preferred.

**Additional Requirements**

- Successfully pass background check and drug screen.
- Maintain a valid Driver's License.
- Willingness to work flexible hours, including evenings, weekends and holidays.

**Work Environment**

- Work is primarily performed throughout all areas of the Children's museum.
- The majority of work is performed in a museum environment with attendant noise level and requires observance of safe work practices.
- Work requires exposure to the general public.
- Work requires circulating throughout the museum, using stairs and working around exhibits.

**Physical demands** (check what percentage of time weight is to be lifted or force is to be exerted)

Category	Check the box that applies			
	None	<25%	25-50%	75%+
<b>Lifts weight or exerts force:</b>				
Up to 20 pounds			X	
Up to 35 pounds			X	
Up to 50+ pounds		X		
<b>Physical Activity:</b>				
Standing / stationary				X
Walking / Moving About				X
Sitting			X	
Climbing / Stairs			X	
Balancing			X	
Stooping			X	
Kneeling			X	
Crawling			X	
Crouching			X	
Fine motor control Must be able to operate computers and technical/mechanical equipment.				X
Visual Acuity Able to view computer monitors, reports, instrument panels, and visually inspect exhibits/work spaces.				X
Communication Skills Ability to communicate extensively via telephone, two-way radio, one-to-one conversations, and group meeting presentations.				X
Mental Concentration / Focus				X
<b>Work Environment:</b>				
Work involves using office equipment including telephone, fax, computer, etc.				X

**Acknowledgement** (acknowledge that the information contained in this document is factual and complete)

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor / Manager \_\_\_\_\_

Date \_\_\_\_\_

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