



# Job Description

<b>Position Title</b> Play Guides / Floor Staff	<b>Organization</b> Koch Family Children's Museum	<b>Supervisor</b> Guest Services Manager
<b>Effective Date</b> 6/28/18	<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.

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<p><b>Organizational Relationships</b></p> <p><b>Reports to:</b> Guest Services Manager <b>Supervises:</b> N/A</p> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>▪ Excellent communications skills both in person and on the phone.</li> <li>▪ Sales and customer service skills.</li> <li>▪ Ability to prioritize tasks while working with minimal supervision.</li> <li>▪ Ability to deal with sensitive issues and maintain confidentiality.</li> <li>▪ Ability to deal successfully with a wide range of people.</li> <li>▪ Cash transaction handling skills; and ability to work quickly and accurately under constant pressure.</li> <li>▪ Working knowledge of cash registers, use of a calculator, and a working knowledge of Microsoft Word, Excel.</li> </ul> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ High School or GED; some college preferred, but not required.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>▪ Must enjoy working with children and with the public.</li> <li>▪ Demonstrated experience in Retail or Office duties is preferred.</li> </ul> <p><b>Additional Requirements</b></p> <ul style="list-style-type: none"> <li>▪ Successfully pass background check and drug screen.</li> <li>▪ Maintain a valid Driver's License.</li> <li>▪ Willingness to work flexible hours, including evenings, weekends and holidays.</li> </ul> <p><b>Work Environment</b></p> <ul style="list-style-type: none"> <li>▪ Work is primarily performed throughout all areas of the Children's museum.</li> <li>▪ The majority of work is performed in a museum environment with attendant noise level and requires observance of safe work practices.</li> <li>▪ Work requires exposure to the general public.</li> <li>▪ Work requires circulating throughout the museum, using stairs and working around exhibits.</li> </ul>	<p><b>Physical demands</b> (check what percentage of time weight is to be lifted or force is to be exerted)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Category</th> <th colspan="4">Check the box that applies</th> </tr> <tr> <th>None</th> <th>&lt;25%</th> <th>25-50%</th> <th>75%+</th> </tr> </thead> <tbody> <tr> <td><b>Lifts weight or exerts force:</b></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Up to 20 pounds</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Up to 35 pounds</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Up to 50+ pounds</td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Physical Activity:</b></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Standing / stationary</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td>Walking / Moving About</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td>Sitting</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Climbing / Stairs</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Balancing</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Stooping</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Kneeling</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Crawling</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Crouching</td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> <td></td> </tr> <tr> <td>Fine motor control Must be able to operate computers and technical/mechanical equipment.</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td>Visual Acuity Able to view computer monitors, reports, instrument panels, and visually inspect exhibits/work spaces.</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td>Communication Skills Ability to communicate extensively via telephone, two-way radio, one-to-one conversations, and group meeting presentations.</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td>Mental Concentration / Focus</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Work Environment:</b></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Work involves using office equipment including telephone, fax, computer, etc.</td> <td></td> <td></td> <td></td> <td style="text-align: center;"><b>X</b></td> </tr> </tbody> </table>	Category	Check the box that applies				None	<25%	25-50%	75%+	<b>Lifts weight or exerts force:</b>					Up to 20 pounds			<b>X</b>		Up to 35 pounds			<b>X</b>		Up to 50+ pounds		<b>X</b>								<b>Physical Activity:</b>					Standing / stationary				<b>X</b>	Walking / Moving About				<b>X</b>	Sitting			<b>X</b>		Climbing / Stairs			<b>X</b>		Balancing			<b>X</b>		Stooping			<b>X</b>		Kneeling			<b>X</b>		Crawling			<b>X</b>		Crouching			<b>X</b>		Fine motor control Must be able to operate computers and technical/mechanical equipment.				<b>X</b>	Visual Acuity Able to view computer monitors, reports, instrument panels, and visually inspect exhibits/work spaces.				<b>X</b>	Communication Skills Ability to communicate extensively via telephone, two-way radio, one-to-one conversations, and group meeting presentations.				<b>X</b>	Mental Concentration / Focus				<b>X</b>						<b>Work Environment:</b>					Work involves using office equipment including telephone, fax, computer, etc.				<b>X</b>
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