



Madison Children's Museum JOB DESCRIPTION

Position Title: Discovery Guide	Division/Department: Education
Supervisor: Education Supervisor	FLSA Status: Non-exempt
Pay Grade: Entry-level	Date Updated: 8.1.17

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

Madison Children's Museum Discovery Guides facilitate exhibit gallery experiences and assist with informal museum education programs for the museum's diverse audiences in the museum's exhibit and program spaces. The majority of work time is spent in direct interaction with museum visitors.

ESSENTIAL JOB FUNCTIONS (80%)

- Interacts with visitors in the museum's exhibit galleries to facilitate a safe and positive museum experience for visitors.
- Ensures that the visitor experience is child-based, accessible to a wide audience, and reflects the mission of Madison Children's Museum. Interacts with all visitors in a friendly, professional manner, with exemplary customer service.
- Opens and closes museum exhibit galleries as assigned.
- Works in concert with Education Managers, Education Supervisors, volunteers, and interns to ensure a smooth flow of all activities within exhibit spaces.
- Maintains a current knowledge of museum operations and events, and the surrounding area.
- Assists with program activities and group tour orientations as needed.
- Maintains order, safety, and cleanliness in exhibit galleries and program spaces.

SECONDARY JOB FUNCTIONS (20%)

Assists with general museum operations and events (10%).

- Assists with after-hours events, outreach programs, and marketing/development events as assigned.
- Participates in museum staff meetings and project planning as assigned.

Performs Other Duties as assigned (10%)

- Assists with visitor traffic control.
- Assists with visitor amenity programs.
- Other tasks as assigned.

JOB QUALIFICATIONS

Necessary Education or Work Experience:

- High school diploma or equivalent, or working towards diploma or equivalent.
- Experience working with children ages birth-12 in child care, classroom, or informal education settings.
- Experience working with diverse audiences.
- Bilingual (Spanish or Hmong) preferred.

Required Knowledge and Skills:

- Weekday, weekend, and occasional evening work required.
- Interest in interdisciplinary programs and informal education.
- Ability to relate well to people of all ages and backgrounds.
- Ability to work successfully as a team player.
- Basic computer skills.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

This position requires the ability to do one or more of the following throughout the day: stand, walk, sit, bend and reach above and below shoulder level. The position also involves frequent repetitive motion. The noise level in the work environment is usually moderate to loud. The position requires some outdoor work year-round, and includes care of plants and animals.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Madison Children's Museum is an Affirmative Action Plan/Equal Opportunity Employer.

To Apply

Please submit resume, cover letter, and application to Anneke van Lith at mcmjobs@madisonchildrensmuseum.org with the subject line "Discovery Guide Application" by **August 27, 2017**.