100 N. Hamilton Street • Madison, WI 53703 • 608.256.6445 • MadisonChildrensMuseum.org

Madison Children's Museum
JOB DESCRIPTION

Position Title: Discovery Guide	**Division/Department:** Education
Supervisor: Visitor Experience Coordinator	**FLSA Status:** Non-exempt
Pay Grade: $10.00/hour	**Date Updated: 5.16.19**

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

Madison Children's Museum Discovery Guides work in exhibit spaces and help facilitate discovery, learning, and play for diverse audiences. The majority of work time is spent in direct contact with museum visitors.

ESSENTIAL JOB FUNCTIONS (80%)

- Interacts with visitors in the museum's exhibit spaces 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 excellent customer service.
- Opens and closes museum exhibit spaces as assigned.
- Works 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, camps, outreach events, 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 deep cleaning museum spaces.
- Other tasks as assigned.

JOB QUALIFICATIONS

Necessary Education or Work Experience:

- High school diploma or equivalent, or working towards diploma or equivalent.
- Experience and/or interest in working with children ages birth-12 in child care, classroom, or informal education settings.
- Experience working with diverse audiences.

- Bilingual (Spanish) preferred.

Required Knowledge and Skills:

- Weekday, weekend, and occasional evening work required.
- Ability to interact with people of all ages and backgrounds.
- Ability to work successfully as a team player.

REASONS TO JOIN OUR TEAM

- Collaborative, creative team bringing learning and community to families.
- Convenient downtown location on the Capitol Square, good bike access and public transportation.
- Free 6-person Madison Children's Museum membership, including reciprocity at museums and science centers across the country.
- Flexible scheduling.
- Opportunity to participate in 401K Plan.
- Free admission to select MCM events and parties, including Adult Swim.

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. Involves frequent repetitive motion (typing, filing, etc.). The noise level in the work environment is highly variable, from quiet to loud.

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 equal opportunity employer and fully subscribes to the principles of equal employment opportunity. It is the policy of this company to provide employment compensation and other benefits related to employment based upon qualifications, without regard to race, color, religion, national origin, age, gender, veteran status, disability, or any other basis prohibited by federal or state law. As an equal opportunity employer, this company intends to comply fully with all federal and state laws and the information requested on this application will not be used for any purpose prohibited by law.

To Apply

Please submit resume, cover letter, and application to Sandra Bonnici (Associate Director of Education, Diversity, and Inclusion) at mcmjobs@madisonchildrensmuseum.org with the subject line "Discovery Guide Application". Position will remain open until filled.