

**Madison Children’s Museum
JOB DESCRIPTION**

Position Title: Discovery Guide	Division/Department: Visitor Services Division Education and Marketing Departments
Supervisor: Division Supervisor: Visitor services and Membership Manager Daily Supervisor: Visitor Services Supervisor	FLSA Status: Non-exempt
Pay Grade: \$14–\$15/hour	Date Updated: 4.26.21

To apply: send cover letter and resume to mcmjobs@madisonchildrensmuseum.org,
Attention: Lily Hoyer-Winfield, Visitor Services and Membership Manager

SUMMARY OF JOB SCOPE & RESPONSIBILITIES

Core job duties:

Madison Children’s Museum Discovery Guides serve as the direct contact for all museum visitors, welcoming and interacting with visitors throughout the museum to ensure a positive, friendly, and safe experience for all. 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. Discovery Guides assist with keeping the museum clean and safe for all visitors by disinfecting exhibits and touch points on a daily basis. The majority of work time is spent in direct interaction with museum visitors.

Specialty job duties:

With additional training, select Discovery Guides process guest admissions and membership transactions at the museum’s front desk. This position occasionally assists in the set-up, execution, and break-down of facility rentals and birthday parties, as needed. Successful completion of training on front desk, rental and party procedures, and availability for these work shifts, will result in a pay raise of \$1/hour.

ESSENTIAL JOB FUNCTIONS (50–100%)

- Interacts with visitors throughout the museum 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 and Visitor Services Supervisors, volunteers and interns to ensure a smooth flow of all activities within the museum.
- 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 in exhibit galleries and program spaces.
- Assists with daily cleaning and maintenance of exhibit and program spaces.
- Assists with after-hours events, outreach programs, and marketing/development events as assigned
- Participates in museum staff meetings and project planning as assigned.

SPECIALTY JOB FUNCTIONS (0–50%)

Processes admissions at the front desk

- Greets visitors, explains museum rules, and answers visitor questions.
- Promotes and sells memberships at the front desk
- Operates cash register in accordance with proper cash handling procedures.
- Answers phone calls directed to the front desk.

Prepares and assists with birthday parties

- Prepares celebrations room and materials for party before family arrives
- Leads program activities independently and working with parents.
- Serves as day-of liaison for coordinating catered birthday party food, cake and beverages

Prepares and assists with facility rentals

- Assists with equipment and event set-up, event staffing, and cleanup.
- Role requires long periods of standing and the availability to work weeknight and weekend evenings, 4 p.m.-1 a.m.

Performs Other Duties as assigned

- Assists with visitor traffic control
- Assists with visitor amenity programs
- Assists with data entry tasks and mailings.
- Obtains First Aid/CPR certification and administers as required
- 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 2–8 in child care, classroom, or informal education settings.
- Experience working with at-risk and special needs audiences.

Required Knowledge and Skills

- Weekend and occasional evening work required.
- Bilingual skills desired.
- 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 (typing, filing, etc.). 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.