



## **JOB DESCRIPTION**

**Position Title:** LTE Discovery Guide\*

**Division/Department:** Visitors Services Division/Education

**Department Supervisor:** Visitor Services Director

**Daily Supervisor:** Visitor Services Coordinator & Visitor Services Coordinator

**FSLA Status:** Non-exempt; 16-32 hours/week, includes at least 1 weekend day

**Position Length:** Through September 1, 2022

**Pay Grade:** \$15-\$16/hour

**Date Updated:** April 2022

*\*The LTE Discovery Guide is a seasonal position, through September 1, 2022. The LTE Discovery Guide will be considered for any permanent positions that continue beyond the summer season.*

## **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. The base pay rate for the basic Discovery Guide position is \$15/hour.

### **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 base pay rate of \$16/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 outdoor work year-round, and includes care of plants and animals

Madison Children's Museum requires all employees to be fully COVID-19 vaccinated or provide proof of a negative test result. Specific requirements can be discussed at the time of hire. Proof of COVID-19 vaccination required for employment.

### **REASONS TO JOIN OUR TEAM**

- Flexible schedule to balance work and play.
- 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.
- Opportunity to participate in 401K Plan.
- Free admission to select MCM events and parties, including Adult Swim.

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**TO APPLY** Email cover letter, resume, to [mcmjobs@madisonchildrensmuseum.org](mailto:mcmjobs@madisonchildrensmuseum.org) and fill out [this availability form](#). For best consideration, apply by April 29, 2022. Applications will be accepted until the position is filled.

### **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.