



JOB DESCRIPTION

PART-TIME VISITOR SERVICES ASSOCIATE

Reports to: Visitor Services Manager OR Director of Finance & Administration

Status: Part-time (at least 25 hours per week), non-exempt, and “at-will”

Salary: Hourly

Schedule: Flexible, including weekends & holidays

Organizational Description:

The Children’s Creativity Museum is a hands-on arts and technology experience for kids. **Our mission is to nurture creativity and collaboration in all children and families.** We believe creative expression, innovation, and critical thinking are core to fostering the next generation. Our museum is located in the heart of San Francisco with a target audience of families with children aged 2 – 12. Last year we served over 100,000 museum visitors, thousands of attendees in our Children’s Creativity Theater, and led dozens of workshops and camps.

Position Description:

A Visitor Services Associate is the friendly face of Children’s Creativity Museum (CCM) and plays a key role in fashioning the experience of a visitor, especially a first-time visitor. CCM’s goal is to provide a responsible, safe, stress-free, and creative experience for our all guests, regardless of age. The Visitor Services Associate should feel empowered, working with the Visi Manager, to do everything in their power to provide this experience for all visitors.

This person will work with CCM guests of all ages, backgrounds and learning styles in a fun, creative hands-on environment.

Job Responsibilities:

- Serve as the front desk receptionist, including, but not limited to, answering the phone and transferring calls as appropriate, receiving and distributing packages and mail, and answering emails and phone messages within the same business day.
- Serve as point person for the museum in terms of answering questions about museum and YBCA history, and general visitor questions.
- Sell admission tickets, memberships, process reservations and collect donations. Understand cash register operations and proper cash handling at all times, and handle the opening/closing procedures daily; redeem discount passes and Discover & Go tickets.
- Develop proficiency with ltry ticketing systems, and other museum software programs as appropriate.
- Make suggestions as to the appropriateness of exhibits for the children in each party and tell guests with young children (2 and under) that the museum is geared to children 2 – 12 and all children must be watched at all times due to possible safety hazards.
- Educate guests on CCM programming accurately and with a high level of customer service

- Greet and check in field trips, groups, birthday parties and any other group, including processing payment, giving directions and facilitating a pleasant experience
- Inform visitors about membership benefits; acquire new members and assist with renewals; utilize the benefit structure to promote upgrades..
- Respond to first aid situation calmly and responsibly. Call your supervisor when someone is hurt in the museum; be aware of appropriate reporting procedures.
- Become familiar with CCM evacuation procedures and implement as necessary.
- Maintain the cleanliness of the front desk area, including, but not limited to, eliminating clutter, maintaining merchandise displays, maintaining the brochure display area, sweeping the carpet, and picking up paper on the floor.
- Engage with guests by opening the doors for them and helping with stroller parking; point out cubbies, coat rack, vending machines, water fountains, bathrooms; come out from behind the desk frequently to assess the front area and assist guests.
- Visit each exhibit area and become familiar with the programming and goal of activities.
- Report building/guest/janitorial issues to a manager promptly; or to Director of Fin & Admin.
- Manage lost & found, keeping area clean and neat, and donating items in a timely manner.
- Follow all CCM safety procedures including proper food storage at all times.
- Follow procedures for loaning the CCM wheelchair to guests.
- Ensure strollers do not block doors; assist people with appropriate stroller parking areas.
- Assist the birthday party coordinator with parties on an as-needed basis, and assist the Visi manager with projects as needed.
- Attend CCM meetings as able including bi-monthly staff meetings and weekend floor meetings.
- Assist education with projects that can be done at the front desk.
- Assist in maintaining an accurate inventory of retail merchandise
- Other duties as assigned.

Minimum Qualifications:

- Schedule flexibility including hours, evenings and weekend days
- Must love working with children and their families, and their caregivers.
- Ability to bend, squat, and lift up to 50 lbs.
- High School Diploma; some college coursework.
- Be able to operate a computer and work with multiple technologies.
- Stand for extended periods of time.

Desired Qualifications:

- Fun, outgoing, self-motivated and creative team player.
- College degree desired, but not required.
- Ability to work as part of a team.
- Strong phone and email etiquette.
- Fluency in a language other than English desired, but not required.

To Apply:

Only qualified applicants should apply. Application materials may be sent electronically to Kendyl@creativity.org. Please put "PT Visi Application" in the subject. Application materials may also be mailed to:

Human Resources, CCM
221 4th St.
San Francisco, CA 94113

Compensation:

CCM offers a competitive hourly salary. Sick time will accrue according to San Francisco ordinances