
Listed Position:	Visitor Experience Staff
Classification:	Full or Part Time, Hourly, Non-exempt
Compensation:	\$17.00 to \$19.50 per hour, starting
Schedule:	Wednesday – Sunday, Varying shifts between 9:00am and 9:00pm

About you: Our incoming Visitor Experience Staff Member is an enthusiastic person and a great team member. You look forward to fostering an excellent, equitable, and fun experience for our visitors. You have excellent communication skills, you are inspired by the mission and goals of the Seattle Children's Museum, and you are excited about making Seattle a better place for kids and families. You are available for weekday and/or weekend work, for a minimum of 16 hours per week.

About us: The Seattle Children's Museum is a forty-year-old mission-driven institution seeking a fresh start and a dedicated team. We are located at Seattle Center, making us easily accessible by light rail, bus and monorail. We are 18,000 square feet of exhibit and program space. Working collaboratively, museum staff will implement the programs and procedures that bring our core values, mission and purpose to life. Together, we will welcome visitors and grow the museum's reach, producing a lasting impact for Seattle's children and families.

Seattle Children's Museum is an equal opportunity employer actively seeking diversity in our team-based working environment.

The Visitor Experience Staff member will:

- Be part of the team made up of museum floor staff and volunteers serving drop-in families, members, guests, and other museum visitors.
- Learn and use great customer service techniques.
- Maintain a safe environment in exhibit galleries and program spaces.
- Facilitate visitor interactions with exhibits and programs.
- Follow standards and guidelines for opening, closing, emergency response, staffing calendar, scheduling, and other visitor-interaction policies.
- Facilitate sales of tickets, memberships, retail materials, party reservations.
- Monitor the quality of the museum experience and take action to maintain standards.
- Use Point of Sale equipment and software.
- Assist at special events that are hosted by the museum.
- Participate actively in team meetings to share best practices and track team successes.

Reporting:

- Reports to Visitor Experience Manager

Desired background:

- Experience, or willingness to learn about, customer service in a fast-paced retail, museum or visitor-focused environment.
- Experience with the responsibilities listed above.

- Work in environments that welcome children aged birth to ten, families, caregivers, and educators.

Requirements:

- Adult/Child/Infant First aid, AED, and CPR certification is required for this position

To apply, submit a letter of interest and resume, via email, to: jobs@thechildrensmuseum.org

- Reference “Visitor Experience Staff” in the subject line.
- Let us know how you can help the Seattle Children’s Museum meet our goals and serve our purpose through this position.
- Candidates selected for interview will be asked to provide three references.

Seattle Children’s Museum – guiding principles:

- **Our mission** is to engage children, and the people who care for them, in playful, creative, hands-on exploration and discovery.
- **Our purpose** is to encourage kids and adults to embrace active, lifelong learning. We create and maintain museum spaces, events and programs that are inclusive, equitable, engaging, playful and fun for ALL our region’s kids and families.
- **We envision** a region where children, families, students and educators have a wide network of facilities to support them in learning, engagement, play and quality time together. We will do our part to be part of that network.
- In all things, the Children’s Museum staff, board and volunteers **will VALUE:**
 - Joyful Learning for All
 - Respect for All
 - Inclusivity, Equity and Engagement for All
 - Community Building for All
 - Sustainability at All Scales
 - Curiosity at All Levels
- **Our goals:**
 - Set the stage for young children to build competency through engagement, interactions, physical challenges and hands-on experiences
 - Renew a deep commitment to fostering literacy, art, language, numeracy and communication skills for kids from birth to 10 years old
 - Connect to Seattle’s varied and diverse neighborhoods
 - Create and renew exhibits that have justice, equity, inclusion, diversity, visibility, access and anti-racism principles built in
 - Build relationships with the early learning community in and around the region