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<b>Position:</b>	<b>Visitor Experience Team Member</b>
<b>Status:</b>	Full-time, hourly
<b>Reports to:</b>	Visitor Experience Manager
<b>Schedule:</b>	Average of 36-40 hours on Wednesdays – Mondays (including weekends), with some occasional Tuesdays (more likely mid-June – September) and/or evenings
<b>Location:</b>	In-person at Seattle Children's Museum
<b>Pay:</b>	\$19.50-20.50 per hour, depending on experience

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### POSITION SUMMARY

The **Visitor Experience team member** facilitates excellent, welcoming, and engaging experiences for our visitors. They enthusiastically represent the Museum in our daily operations, especially through fun and enriching play-based experiences with visitors of all ages. They also support the Museum's operation by selling tickets and memberships; answer visitor questions in-person and by phone; ensure a safe, clean environment for visitors; and staff additional programs and events as scheduled. They are a collaborative and respectful team member with excellent communication and interpersonal skills who can also quickly adapt in a dynamic, changing environment. They are inspired by the mission and goals of the Seattle Children's Museum and are excited about making Seattle a better place for kids and families.

This position is part of an existing and integral team that implements the programs and procedures that serve Seattle's children and their adults through play-based learning experiences. SCM seeks an engaging individual with demonstrated experience with children and/or customer service who is eager to be part of a growing team ready to build a mission-driven and values-centered organization dedicated to play-based learning, children, and our community. Nearly a year after the Museum's re-opening (reopened April 2022 after a two-year COVID closure), SCM continues to reestablish and rebuild all aspects of its operation, including ambitions of being a leader in the community and in the field. We dream big and are committed to doing impactful work – this position will bring our mission and values to life with our visitors on a daily basis.

### Duties & Responsibilities:

- Operate as part of the team of Museum floor staff and volunteers to provide excellent experiences and customer service to museum visitors, including members, families, special guests, and community partners.
- Comfortably facilitate playful and engaging visitor interactions throughout exhibits and programs, both informally with individual or groups of visitors, and formally as part of daily programs and special events.
- Provide exceptional customer service to all visitors, colleagues, and collaborators.
- Maintain a safe environment in exhibit and program spaces for all visitors and staff.
- Follow standards and guidelines for museum opening/closing, emergency response, staff scheduling, special programs/events, and other visitor-interaction policies.
- Monitor the quality of the museum experience and take action to maintain standards, including resetting exhibits, minor cleaning, moving heavy objects, inventorying supplies, entering information into museum database, and more.
- Sell tickets, memberships, gift shop merchandise, and event tickets.
- Use Point of Sale equipment and software, membership database software (SCM currently uses Altru), and Microsoft Teams and Office software.
- Assist at special events hosted by the Museum – such as birthday parties, large-scale public programs, member

evenings – by providing program, operations, and facilities support.

- Grow skillset by participating in formal and informal staff training related to this position. As requested, help mentor new staff by helping to train them.
- Participate actively in team meetings to share best practices and track team successes.
- Support additional Museum projects as needed and assigned.

#### **Physical Working Conditions:**

- Frequent: Walk, stand, read, speak loudly, hear customers and use a radio in noisy conditions, look at a computer screen, wear a face mask (in alignment with current Museum COVID protocol)
- Often: Bend over, reach for/grab props, organize, type on keyboard
- Occasional: Kneel, sit, lift 20-30 pounds

#### **Required Qualifications:**

- Passion for playful engagement with children (especially from birth through 10 years old) and ability to proactively initiate play-based learning experiences with visitors
- Customer- or visitor-oriented attitude, especially as the first-point of contact and face of the Museum for visitors
- Excellent communications and interpersonal skills
- Experience working collaboratively and respectfully in a team
- Ability to lead activities and programs with groups of visitors, primarily children and with occasional adults.
- Ability to adapt within a changing work environment, including times with loud noise levels and large crowds
- Comfort doing basic sanitizing/cleaning during the course of Museum operations (children are messy!), including occasional spills, accidents, and bodily fluids
- Ability to obtain Adult/Child/Infant First aid, AED, CPR, and blood-borne pathogens certification. Certification is required for this position and training will be provided within first six months

#### **Desired Qualifications:**

- Experience with the responsibilities listed in the “Position Duties & Responsibilities.”
- Experience with customer service in a fast-paced retail, museum, or visitor-focused environment.
- Experience leading, entertaining, and engaging with children independently.
- Work in environments that primarily welcome and engage children aged birth to ten, and their families, caregivers, and/or educators.
- Strong and creative problem solving skills.
- Multilingual, especially Spanish, Chinese/Mandarin, Vietnamese, or ASL

#### **Benefits:**

In addition to pay, this position’s compensation package includes the following benefits:

- Medical, dental, and vision insurance
- Flexible spending account for medical expenses
- Paid Sick and Safe Leave (1 hour for every 40 hours worked), bereavement leave, and jury duty leave
- 1.5x pay if scheduled to work on any of the 10 SCM-observed annual holidays
- Short-term disability, long-term disability, life, and AD&D insurance
- ORCA commuter benefit
- Staff discounts on Museum offerings

#### **TO APPLY**

Submit both a letter of interest (2-page max) and resume, via email, to: [jobs@seattlechildrensmuseum.org](mailto:jobs@seattlechildrensmuseum.org)

- In your letter, let us know how you can help the Seattle Children’s Museum meet our goals; align with our mission and values; and serve our purpose through this position. Letters can be directed to the Visitor Experience Manager.

- Candidates selected for interviews will be asked to participate an interview (in-person or virtual) and will be asked to provide three references.
- Selected candidates must complete a background check before beginning employment.
- Hiring team will begin reviewing applications **March 8, 2023**

*Seattle Children’s Museum values inclusivity, equity, access, and respect in all that we do – as a staff, with collaborators, and with our visitors. SCM is proud to be an equal opportunity employer and we do not discriminate based on age, creed, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, veteran or military status, or any other protected class. We are committed to building a welcoming and inclusive workplace, and are actively building a team of passionate people with diverse backgrounds, identities, and perspectives. Applicants with diverse experiences are especially encouraged to apply.*

*Our job descriptions include a general overview of qualifications, not a mandatory or comprehensive list. Data shows that women, BIPOC, and underrepresented candidates more frequently do not apply to a job because they don’t feel that they meet all of the qualifications listed. **If you meet some of the requirements, believe in our mission, and share our values, we encourage you to apply.***

## **ABOUT US**

The Seattle Children’s Museum is a mission-driven institution with a forty-year history, making a fresh start and a building a dedicated team. We are located at Seattle Center, with 18,000 square feet of exhibit and program space. Working collaboratively, this energized museum staff develops programs and procedures for the practical implementation of the Museum’s core values, mission, and purpose. Together we welcome all visitors, create high quality exhibits and programs that foster play-based learning, and grow the museum’s reach, producing lasting impacts for the region’s children and families.

### **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 of 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, civics, 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