

# **THE CHILDREN'S MUSEUM OF CLEVELAND**

**3813 Euclid Avenue, Cleveland, Ohio 44115**

**216-791-7114**

**To apply: Email a resume to [hr@cmcleveand.org](mailto:hr@cmcleveand.org)**

## **PART TIME MUSEUM EXPERIENCE FACILITATOR**

### **Summary**

This position represents the face of the Museum by interacting with guests at all points. This position is responsible for ensuring that visitors have a positive, safe, clean, and fun experience at the Museum. Salary is \$9.00 per hour.

### **Essential Duties**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Interact with Museum visitors in a friendly, positive, and helpful manner.
- Answer visitors' questions both in person and on the telephone.
- Have in-depth knowledge of Museum policies, events, exhibits, and layout.
- Interact with children and families in exhibits.
- Monitor exhibit rooms, café, restrooms, gift shop, and lobby for cleanliness and guest safety. Clean these areas when necessary.
- Reset exhibit props through the day and do a thorough reset at the end of the day.
- Regular sanitizing of exhibit rooms and props.
- Assist with set up, clean up, and presentation of special programs and events, including weekend birthday parties.
- Lead or assist with daily programming and family activities as well as school group tours.
- Assist with preparations for and attend donor events, including annual gala.

- Other duties as assigned, particularly during busy times.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **Position Type and Expected Hours of Work**

This position is part-time. Employee is required to work one or both weekend days as part of their weekly schedule. Evenings may be required as job duties demand.

### **Required Education and Experience**

1. Excellent written and oral communication skills as well as collaborative skills to work with staff across the Museum.
2. Ability to manage people and projects in a creative and fast-paced professional environment. An energetic, forward-thinking and creative individual with high ethical standards.
3. A persistent self-motivator who can work with minimal oversight and achieve goals on a consistent basis.
4. Must pass a background check.

### **Preferred Experience**

1. Prior experience working with young children and/or families.
2. Prior experience working in a customer service position.
3. Prior experience operating a POS system.

### **Skills Required**

- Excellent customer service skills.
- Conflict management skills.
- Ability to multi-task.
- Detail-oriented and organized.
- Ability to thrive both independently and as a member of a larger staff team.
- Ability to work with individuals representing a diversity of religions, gender identities, ethnicities, parenting styles, disabilities, and political beliefs, etc.

Additional skills that are highly valued, but not required, include:

- Knowledge of early childhood education.
- Public speaking.
- Multi-lingual.
- Valid driver's license and reliable transportation.

**ADA REQUIREMENTS:**

**VISUAL:** Required to observe exhibit space, view activities and exhibit components and use computer.

**ORAL:** Required for heavy communication with volunteers, staff, children and adult public.

**HEARING:** Required for face-to-face and telephone conversations with volunteers, staff, children and adult public.

**DEXTERITY:** Required for keyboarding, manipulating activities, exhibit cleaning, and maintenance.

**OTHER PHYSICAL:** Requires standing, walking and sitting for extended periods; bending, kneeling, climbing and reaching. Requires ability to lift 25 pounds. Must be able to tolerate dust in the environment.