

THE CHILDREN'S MUSEUM OF CLEVELAND

3813 Euclid Avenue, Cleveland, Ohio 44115

216-791-7114

Play Mentor

Play Mentor Reports to: Director of Education

Part time and Full time availability, may require additional evening and weekend shifts depending upon program schedules and community events.

Summary

Play Mentors are responsible for working as a team to support open-ended, child-directed play experiences within the Museum's public spaces. Other primary responsibilities include the implementation of educational programming. This includes but is not limited to student tours, summer camp programs, adult program, public programs, and off-site programming. Play Mentors facilitate, make, play, create, discover, learn and grow with visitors. Play Mentors work with Visitor Services Staff, Education Staff, Directors and Managers to create a rich experience for visitors through CMC's group tour program that align with academic content standards and with appropriate usage of Museum spaces.

KEY RESPONSIBILITIES

Board Relations - N/A

Development - N/A

Financial-Observe all policies and procedures for financial management and record keeping

Human Resources - Comply with all human resources policies and procedures

Management - N/A

Marketing -Positively and accurately represent The Children's Museum of Cleveland to the community at large. Assist with documentation of activities and planning Operations. Understand, follow and enforce established Museum policies and procedures. Understands and is able to perform emergency procedures (i.e. fire evacuation, accident reporting). Position that may require some evening and additional weekend hours depending upon program schedules, community events, and individual availability. Reports any repair or maintenance concerns in a timely manner. Assists with the ongoing planning, preparation for, and reflection on School Group activities and processes. Shares and acquires knowledge and ideas through peer trainings.

The Play Mentor facilitates educational, creative, and inquiry-based experiences with general visitors as well as school and community groups by:

- Orienting visitors to the exhibit space and make them aware of the approach and potential of activities and programming.

- Participate in and lead programming activities; Involve visitors in authentic making/creating experiences.
- Treat visitors in a non-discriminatory manner regardless of differences.
- Positively interact with visitors, treat them with respect and provide friendly, courteous communication visitors' needs and accommodate accordingly.
- Remain aware of what is going on with daily group schedules and programs, and clearly communicate those activities and intentions to visitors.
- Ensure the exhibit spaces, and the museum, are safe, tidy, aesthetically pleasing and fun places to visit.

On a daily basis, The Play Mentor is responsible for:

- Opening and closing the exhibits, cleaning and tidying, ensuring exhibit areas are inviting to play in as well as stocked with materials for necessary projects/events.
- Understanding and staying current with exhibit and programming initiatives, particularly as they relate to the Education department
- Attend regular training sessions and meetings as needed
- Keep management informed of all schedule changes and adhere to staff policies
- Continually striving to learn, meet and exceed best practices for accessibility and inclusion
- Provides experiences that account for a diverse range of abilities and promote inclusion

Supervisory - N/A

Physical Effort-Working with school groups and programming facilitation requires moderate physical effort including physical and mental stamina necessary in interacting with people for long periods of time. Frequent lifting (of tables and material boxes) possible depending on individual capabilities; assistance is available. Moves consistently about Museum floor attending to exhibits' and visitors' needs. The physical demands and work environment characteristics are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Health & Safety Administration-Position involves exposure to large numbers of children and exposure to germs associated with working in public attraction. Use of safety gloves are provided if necessary.

Position (Qualification) Criteria-To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Education Equivalent-Undergraduate degree strongly preferred.

Previous Experience-At least moderate personal or working experience with children and/or families.

Scope of Authority-Play Mentors must accept direction from and work closely with the Director of

Education. They may also take direction and work with the Director of Visitor Services when appropriate. The Play Mentors work alongside other staff and with the Education Coordinator to facilitate programs and oversee all aspects of school group programming. Play Mentors will also work directly with the Education Manager on all Arts & Parts programming and facilitation. Although no formal authority is held, information and experience should be shared.

Interpersonal Communications-Good communication and interpersonal skills with children, adults and people with diverse needs and backgrounds is essential. Teamwork within the Education Department, and within the Visitor Services Department is crucial.

Analytical Skill Require- Good judgment and decision making skills are essential for dealing with children, adults and people with diverse needs and backgrounds. Good organizational skills required for setting up activities on the floor. Implementation of age appropriate activities (including use of age-appropriate techniques, tools, materials and language) is necessary.

Travel- Must have a valid Ohio driver's license and own their own vehicle. If necessary, travel is primarily located within Cuyahoga County, with occasional travel to other Northeast Ohio counties.

Essential Duties

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

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- Orienting visitors to the exhibit space and making them aware of the approach and potential of activities and programming
- Participating in and lead programming activities; Involving visitors in authentic making/creating experiences
- Remaining aware of what is going on in the Arts&Parts exhibit areas, and clearly communicating those activities and intentions to visitors.
- Leading school tours of The Museum. Day time availability during the week is a must
- Assisting with maintenance and organization of program supplies, equipment and spaces
- Working with staff to offer excellent educational programming and experiences for the guests
- Facilitating interpretive exhibition programming for children and families, and assists with public programs or other special events.
- Having in-depth knowledge of Museum policies, events, exhibits, and layout.
- Providing a high level of knowledge on Play and model Play techniques for peers and families
- Teaching public and youth programs children age's birth – 8 years, including daily school groups, outreaches, family programming, demonstrations, presentations and theater shows.

Additional Duties (Employee may do some or all of these tasks)

- 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.
- Provide assistance to visitors who may need information on procedures, special needs, daily events and activities, theater information, membership questions, and more
- Provide excellent customer service to all visitors
- Assist with preparations for and attend donor events, including annual gala.

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.