

THE CHILDREN'S MUSEUM OF CLEVELAND

3813 Euclid Avenue, Cleveland, Ohio 44115 216-791-7114
Saturday and/or Sunday Museum Experience Facilitator

Summary

As a leader in imaginative and creative play, The Children's Museum of Cleveland (CMC) gives children a place and the tools to write their own script and discover their own adventures through our interactive exhibits and programs. We offer an open-ended learning environment giving children the opportunity to imagine, experiment, problem-solve and communicate – building skills for a 21st-century learner. We are an advocate for self-directed play as one of the best ways for a young child to learn. We are a museum for all children – of all abilities, backgrounds, and ages. In our beautiful, historic new home, we respect not only childhood but also the parent and caregiver as the child's first teacher. As a vital community resource, we provide experiences that can bridge a child's learning between the Museum, home, and school.

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. This position is public-facing and requires the employee to interact in person with the general public on a daily basis.

Pay rate starts at \$12.00 per hour. This position is part-time, one or two days (8 to 10 hours per day) per week with the possibility of additional hours. The weekly work schedule for this position is 8 to 10 hours each Saturday and/or Sunday. All work time will be between the hours of 9:30am and 8:00pm. The number of hours worked and the scheduled shift times can vary week-to-week based on business need. The individual may be standing/walking for 8 hours, and occasionally lift and/or move up to 15 pounds. Interested individuals can apply to work only Saturdays, only Sundays, or both Saturdays and Sundays.

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.
- Observe children and families for guest safety/rule compliance by moving through exhibit and public spaces.
- Monitor exhibit rooms, café, restrooms, gift shop, and lobby for cleanliness, sweeping and cleaning tables/floors/restrooms when necessary.

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- Enforce the Museum's face mask policy among guests through verbal reminders and demonstration. Wear personal mask properly over the nose and mouth at all times and follow other social distancing practices during the workday.
- Take guests' temperatures upon their arrival. Instruct guests in the Museum's Clean and Safe guidelines. Monitor guests upon arrival to ensure that all adults are accompanied by children.
- Reset and sanitize exhibit props multiple times throughout the day, do laundry throughout the day and do a thorough reset and full building cleaning and sanitization at the end of the day. Cleaning includes all general cleaning tasks, including vacuuming, cleaning bathrooms, dusting, and mopping. This list is not comprehensive and is subject to change based on Museum needs.
- Assist with set up, clean up, and presentation of special programs and events, including private rentals and birthday parties.
- Welcome guests to the Museum by staffing the front desk. Complete their ticket or gift shop purchase on the point of sale system. Check in visitors who have a membership.
- As employees must regularly interact with young children who are ineligible to receive a COVID-19 vaccine, employees are required to receive the vaccine subject to the CMC's vaccination policy.
- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties, responsibilities and activities may change at any time with or without notice.

Work Environment

This job operates in a professional office environment and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This role utilizes household cleaners and disinfectants.

Required Skills and Experience

1. Prior experience working with young children and/or families and/or prior experience working in a customer service position.
2. Excellent written and oral communication skills as well as collaborative skills to work with staff across the Museum.
3. An energetic, forward-thinking and creative individual with high ethical standards.

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4. A persistent self-motivator who can work with minimal oversight and achieve goals on a consistent basis.
5. Ability to work with individuals representing a diversity of religions, gender identities, ethnicities, parenting styles, disabilities, and political beliefs, etc.
6. Must pass a background check.

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.

The Children's Museum of Cleveland (CMC) is an equal opportunity employer. CMC considers applicants without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status. CMC is committed to providing employees with a workplace free of discrimination or harassment. All employment decisions are based on business need, job description, and individual qualifications without regard for any protected status.