

# THE CHILDREN'S MUSEUM OF CLEVELAND

3813 Euclid Avenue, Cleveland, Ohio 44115

## Full Time 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 \$13.00 per hour. This position is full-time, 35-40 hours per week. The weekly work schedule for this position is Mondays, Tuesdays, Wednesdays, and Fridays, and either Saturdays or Sundays. Employee is required to work one weekend day as part of their weekly schedule. Occasional evenings will be required.

The number of hours worked and the scheduled shift times can vary week-to-week based on business need. In general, shifts usually fall between 8:00am and 6:00pm. The individual may be standing/walking for 8 hours, and occasionally lift and/or move up to 15 pounds.

### 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 both in person and on the telephone.
- Observe children and families for guest safety/rule compliance by moving through exhibits and public spaces.
- Monitor all public spaces 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.
- 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.
- Complete purchases on the point of sale system.
- 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. A persistent self-motivator who can work with minimal oversight and achieve goals on a consistent basis.
4. Ability to work with individuals representing a diversity of religions, gender identities, ethnicities, parenting styles, disabilities, and political beliefs, etc.
5. Must pass a background check.

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

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

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## **How To Apply**

Please send your resume to [hr@cmccleveland.org](mailto:hr@cmccleveland.org). You will be contacted by email if you are selected for an interview. No phone calls, please.

**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.**