

JOIN OUR TEAM!

Kickstart your career at CMC!

The Children's Museum of Cleveland is now hiring a range of positions to grow our team.

We are seeking **self-starting, confident, and joyful individuals** that can be the friendly face of the museum and help us carry out our mission of promoting learning through play for all children ages 0-8.



Benefits & Perks Include:



**\$15/hour
starting rate**



**Casual
Dress**



**Paid vacation
& sick time**

*(Available to employees working
30 or more hours per week.)*



**Health, vision
& dental insurance**

*(Available to employees working
30 or more hours per week.)*



**Unlimited free access to
Cleveland area Museums**

(For up to 4 people.)



**Free
Parking**

Position: Full-Time Visitor Services Associate

Reports to: Director of Visitor Services, Visitor Services Manager

Compensation: \$15/hour

Qualifications:

- Prior experience working with children and/or working in customer service.
- Excellent written and oral communication skills.
- Collaborative, “can-do” mindset to work with staff across departments at the Museum.
- Self-starter who can work with minimal oversight and meet goals consistently.
- Ability to work harmoniously with and serve individuals representing a diversity of religions, gender identities, ethnicities, parenting styles, abilities, political beliefs, etc.
- Must be up to date on vaccines including COVID-19 vaccination.
- Must pass a background check.

Schedule: Full-time position, 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, with notice. In general, shifts fall between 8am-6pm.

To Apply: Please send your resume to hr@cmccleveland.org **OR** in place of a resume, you can complete the web form at cmccleveland.org/careers . You will be contacted by email if you are selected for an interview. **No phone calls, please.**

Our Organization:

As a leader in Cleveland’s early childhood education community, The Children’s Museum of Cleveland (CMC) provides an accessible and engaging space for children ages 0-8 to learn through play. Our seven unique exhibits provide an open-ended learning environment for children to imagine, experiment, problem-solve and explore, building a strong foundation for future learning. We are an advocate for self-directed play as one of the best ways for a young child to learn. As a vital community resource, we provide experiences that can bridge a child’s learning between the Museum, home, and school.

Job Summary:

Visitor Services Associates represents the face of the Museum by interacting with guests at all points, following our clean and safe policies. This position is responsible for ensuring that visitors have a positive and fun experience at the Museum. This role is public-facing, and requires the employee to interact in person with the general public on a daily basis.

Physical Effort: Visitor Services Associates are on their feet the majority of the day. This role requires the physical and mental stamina necessary to interact with people for long periods of time, and the ability to occasionally lift and/or move up to 15 pounds.

Health & Safety Administration: This position involves exposure to large numbers of children and exposure to germs associated with working in a public attraction. Employees must be up to date on vaccinations, including the COVID-19 vaccine.

Experience: Prior experience working with children and/or customer service is preferred. Additional skills that are highly valued, but not required, include: knowledge of early childhood education, multilingual, and possessing a valid driver's license and reliable transportation.

Essential Duties:

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

- Work collaboratively with Visitor Services team to create clean & safe Museum experiences.
- Monitor all public spaces for cleanliness and tidiness daily, including cleaning and resetting exhibit spaces, props, and eating areas, as well as doing laundry throughout the day. This list is not comprehensive and is subject to change based on Museum needs.
- Have in-depth knowledge of Museum policies, events, exhibits and programs. Enforce all Museum policies including COVID-19 masking guideline through verbal reminders and demonstration. Wear personal mask properly over the nose and mouth at all required times.
- Display professional and cooperative behavior in a sometimes stressful and fast-paced environment. Possess ability to quickly adapt to changes.
- Interact with Museum visitors in a confident, friendly, positive, and helpful manner.
- Assist with set up, clean up, and presentation of special programs and events, including private rentals and birthday parties.
- **ALL** positions at CMC work across departmental lines. Museum Experience Facilitators will be asked to help with other programming duties as needed. Other departments are also here to help you and your team when needed!
- Other duties as assigned, particularly during busy times.

Other Duties:

This job description is not designed to 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.