

MID-HUDSON CHILDREN'S MUSEUM

Position Announcement Museum Greeter and Floor Assistant

Posting date: April 28, 2017

Museum Greeter and Floor Assistant. The Mid-Hudson Children's Museum, a hands-on museum in Poughkeepsie, NY, seeks a friendly, outgoing and high-energy individual who is capable of delivering excellent customer service to join its Guest Experience team as a part-time Greeter and Floor Assistant.

As Museum Greeter and Floor Assistant, you will help to ensure welcoming experiences for Mid-Hudson Children's Museum visitors by staffing the admissions desk and museum gallery spaces, hosting birthday parties and events, and by providing general support for museum operations.

NOTE: This is a part-time hourly position. Regular hours are 20 hours per week (in 5-6 hour shifts) with an increase in hours for summer periods to 25-30 hours per week. Bilingual (English/Spanish) applicants are especially encouraged to apply.

The Mid-Hudson Children's Museum is an Equal Opportunity Employer

Application Instructions for the Position of Museum Greeter and Floor Assistant

We welcome your application for the position of Museum Greeter and Floor Assistant at the Mid-Hudson Children's Museum of Poughkeepsie, NY.

This is a part-time, hourly position (20 hours/week, with an increase to 25-30 hours per during summer and holiday periods). This position does not include Mid-Hudson Children's Museum benefits.

TO APPLY: Include the following four items with your application:

- Cover letter
- Resume
- 1 page bullet-list summary that explains how your previous experience supports each of the duties and responsibilities listed in the position description
- List of 3 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. (*Do not send letters of reference – we will contact references directly.*)

Please e-mail your application as a Word or pdf file to jobs@mhcm.org. Please email your application as an attachment. (Do not send your cover letter or other parts of your application embedded in the text of an email message.)

Review of applications will begin immediately and will continue until position is filled. After we have reviewed your application materials, we will be in contact with you. Employment may start immediately.

Thank you for your interest in the Mid-Hudson Children's Museum. We look forward to receiving your application.

MID-HUDSON CHILDREN'S MUSEUM POSITION DESCRIPTION

Museum Greeter and Floor Assistant

REPORTS TO: Guest Experience Manager

MAIN FUNCTIONS:

Provide legendary customer service to museum visitors.

Welcome visitors, process admissions, sell museum memberships, answer phones, answer basic visitor questions and/or direct inquiries to appropriate staff.

Support museum operations by opening and closing the museum, assisting with group visits, parties and special events; restocking exhibit areas; performing general museum cleaning; and participating with other projects as assigned.

Coordinate and facilitate hosted birthday parties on weekends and evenings.

Provide staffing for the museum for special events and private evening pavilion rentals.

Assist with field trips, summer camp and/or special programs as needed.

EXPERIENCE AND SKILL REQUIREMENTS

- Upbeat and positive attitude, with enthusiasm for the Mid-Hudson Children's Museum and for ensuring excellent and memorable experiences for museum visitors
- Demonstrates ability to provide "legendary customer service" and shows excellent judgment in interpersonal interactions
- Ability to communicate effectively and respectfully with a wide variety of audiences; Bilingual (English/Spanish) strongly preferred.
- Ability and desire to learn new things quickly and to perform repetitive tasks with high degree of care and accuracy
- Able to command attention of children and adults and lead activities in group settings
- Able to follow through on tasks and to seek assistance from appropriate staff members
- Able to multi-task and to remain calm and courteous under pressure
- Able to take direction and show initiative

WORKING CONDITIONS:

- Family-friendly, hands-on (and sometimes messy!) museum environment. Usually high energy and busy, but can also have occasional slow periods.
- Must be willing and able to handle frequent interruptions in order to enhance the experiences of individual museum visitors
- Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.)
- Must have the physical endurance and willingness to work on feet for a significant portion of each day

TIME COMMITMENT:

Anticipated hours are 20 hours per week (usually in 5-6 hour shifts), with an increase hours to 25-30 hours per during summer and holiday periods. Weekend, holiday and evening work is required.

The Mid-Hudson Children's Museum is open:

Tuesday through Saturday 9:30 am - 5:00 pm

Sunday 11:30 am - 5:00pm

Plus:

Select Holiday Mondays 9:30 am - 5:00 pm

Mondays in July and August 9:30 am – 5:00 pm

Select evenings 5:30 pm – 8:30 pm (museum special events) or 5:30 pm – 11:00 pm (private pavilion rentals)

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