



BROOKLYN CHILDREN'S MUSEUM JOB DESCRIPTION

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| POSITION/TITLE: | Visitor Experience Host |
| STATUS: | Non-Union, Exempt |
| SALARY: | \$13/hour |
| DEPARTMENT: | Visitor Experience |
| SUPERVISOR: | Manager, Visitor Experience |

Brooklyn Children's Museum, the world's first museum expressly designed for children, is a pioneer in the fields of early childhood education and informal learning. Rooted in its Brooklyn community, the Museum's mission is to provide first cultural experiences for children and families that inspire curiosity, creativity, and lifelong love of learning. Brooklyn Children's Museum serves 275,000 children and adults annually, and operates in a 125,000 square feet of indoor and outdoor space owned by the City of New York.

Position Summary

The Visitor Experience Host reports concurrently to the Visitor Experience Manager and Visitor Experience Supervisor. The Visitor Experience Host will be given challenging work in key areas of public-facing activities and provide key support to guarantee the best possible visitor experience :

Position Responsibilities

- Greet, check, and orient visitors in the museum and provide essential information about public programs and exhibitions;
- Respond to any public inquires using clear and articulate verbal communication;
- Provide customer service in a timely manner, and ensure easy and safe navigation of visitors throughout all public spaces;
- Assist the Visitor Experience Supervisor and the Visitor Experience Manager maintain a safe and clean environment for visitors;
- Reset the museum exhibitions in a timely manner, following protocols established by the Exhibits Department;
- Facilitate group entry and visit, and provide directional information to all school and special groups;
- Assist Visitor Experience and Education departments with festivals, public programs, and special events when necessary;

- Be ready to explain membership benefits and reciprocity programs to all visitors and potential members;
- Conduct point-of-sale transactions for general admission and donations;
- Assist with guest check-in during special programs and events;
- Help run the coat check area and provide guidance to interns and volunteers when necessary;
- Maintain proper appearance of front desk, coat check, and Totally Tots check-in desk;
- Ensure that printed materials (maps, fliers, brochures) are available and displayed in key areas such as the front desk, coat check, and café;
- Field museum surveys on the museum floor when necessary;
- Other assignments as requested.

Other Responsibilities

- Assist Live Animal Coordinator conduct animal programs (additional training in animal handling required);
- Help run and/or lead facilitated craft workshops during special programs/festivals;
- Read stories and/or run related craft-making workshops for Sylvia’s Story Corner.

Qualifications & Skill Requirements

- Must be at least 18 years old.
- Minimum of 1 year working with children in some capacity.
- Experience in guest management, client services, and VIP handling.
- Excellent communication skills and ability to concisely present information to visitors.
- An outgoing, positive personality and ability to connect with people of many backgrounds.
- Must have the ability to stand and walk for extended periods.
- Must have the ability to bend, kneel, and lift up to 25 pounds.
- Open availability for weekend and holidays work required.
- Background/fingerprint checks will be completed.
- Must have a positive and energetic attitude.

Schedule

- Part-time, between 20-28 hours per week.

Application Information

- Please send a cover letter and resume as 1 PDF to careers@brooklynkids.org with “[Your Last Name] – Visitor Experience Host” in the subject header.

We value a diverse workforce and an inclusive culture. BCM encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, and veteran status.