

## **JOB DESCRIPTION**

<b>POSTION/TITLE:</b>	Visitor Experience & Membership Associate
<b>DEPARTMENT:</b>	Visitor Experience
<b>SUPERVISOR:</b>	VX Managers, VX Supervisors
<b>FULL TIME/PART TIME:</b>	Part-time
<b>EXEMPT/NON-EXEMPT:</b>	Non-Exempt

Brooklyn Children’s Museum, the world’s first children’s museum, is looking for exceptional individuals who want to join a dynamic Visitor Experience team. The Visitor Experience Department serves as the first point-of-contact with visitors to Brooklyn Children’s Museum, staffing the front desk, coat check, facilitating daily admissions and membership transactions, monitoring the Museum floor, and actively encouraging participation in Museum activities.

## **RESPONSIBILITIES**

- Facilitate daily ticket sales for admission to programs as well as membership sales.
- Welcome all visitors to the front desk in a friendly, professional manner, delivering exemplary customer service.
- Record attendance data and other types of visitor information as assigned.
- Operate cash register in accordance with proper cash handling procedures.
- Maintain an orderly workstation and contributes to the tidiness of all common work areas.
- Answer phone calls directed to the front desk.
- Maintain a current knowledge of museum programs, events and exhibits.
- Demonstrate appropriate use of exhibit components.
- Reinforce museum guidelines for behavior.
- Orient and greet visiting groups arriving for classes, tours, meetings and events.
- Reset, restock, and maintain cleanliness of exhibits throughout the day.
- Shut down exhibits before museum closing.
- Assist with other museum events both on and off site.
- Perform other duties as assigned.

## **REQUIRMENTS**

- Ability to stand and walk around for extended periods.
- Ability to bend, kneel, and lift up to 25 pounds.
- Experience working with children.
- Open availability for weekend and holidays work required.
- Ability to relate well to people of all ages and backgrounds.
- Ability to work successfully as a team player.
- Computer operations and cash handling skills.
- Background/fingerprint checks will be completed.
- High School diploma required, college degree preferred.

## **SCHEDULE**

Part-time, 28 hours a week, 9 am – 5 pm, varies (weekends mostly).

**COMPENSATION**

\$11/hour paid every two weeks.

**APPLY**

Please send a cover letter and resume as 1 PDF to [careers@brooklynkids.org](mailto:careers@brooklynkids.org) with "[Your Last Name] - Visitor Experience & Membership Associate" in the subject header.

Applications will be reviewed on a rolling basis. Only those candidates selected for an interview will be contacted. No telephone calls or follow-up emails for position inquiries, please.

Brooklyn Children's Museum is an equal opportunity employer. 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.

**ABOUT BROOKLYN CHILDREN'S MUSEUM**

Brooklyn Children's Museum ([www.brooklynkids.org](http://www.brooklynkids.org)) is the world's first children's museum and a pioneer in the field of informal learning. Rooted in its vibrant Brooklyn community, the Museum's mission is to provide inspiring first cultural experiences to children and their families, with the goal of setting them on a path to lifelong appreciation of culture, including visual art, performance, and the sciences. The Museum serves 250,000 children and adults annually through its school, public, and after school programs.