

# BROOKLYN CHILDREN'S MUSEUM

## BROOKLYN CHILDREN'S MUSEUM JOB DESCRIPTION

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<b>POSITION/TITLE:</b>	<b>Visitor Experience Host</b>
<b>STATUS:</b>	<b>Non-Union, Exempt</b>
<b>SALARY:</b>	<b>\$15/hour</b>
<b>DEPARTMENT:</b>	<b>Visitor Experience</b>
<b>SUPERVISOR:</b>	<b>Manager, Visitor Experience</b>

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Brooklyn Children's Museum (BCM), the world's first museum designed for children, is a pioneer in the fields of early childhood education and informal learning. Rooted in its Brooklyn community, BCM'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 300,000 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**

Visitor Experience (VE) Hosts are the first point of contact for visitors to Brooklyn Children's Museum, staffing the front desk and coat check areas, conducting admissions and membership transactions, monitoring the Museum floor, providing information about programs exhibits and spaces to families, staffing programs; and actively encouraging participation in Museum activities. The VE Host interfaces with families to ensure that they feel welcomed and have the best possible visitor experience.

### **Position Responsibilities**

- Provide customer service in a friendly, professional and timely manner, and help visitors navigate public spaces.
- Greet and orient visitors in the museum and provide information about programs and exhibits.
- Check in visitors, and sell tickets and memberships at the Museum's front desk.
- Explain membership benefits and reciprocity programs.
- Maintain current knowledge of Museum programs and events to share with visitors.
- Reset, restock, and maintain cleanliness of exhibits throughout the day, and prepares to shut down exhibits before closing. Identify safety or cleanliness issues in public spaces, and help address these as needed.
- Orient and greet visiting groups arriving for classes or events, assist with coats/ lunches.
- Assist Visitor Experience and Education departments with festivals, public programs, and special events as needed.
- Staff coat check area and maintain a secure environment for checked items.
- Provide guidance to interns and volunteers when necessary.

- Staff and keep tidy the front desk, coat check, and Totally Tots check-in desk.
- Ensure that print materials (maps, fliers, brochures) are available and displayed in key areas.
- Record attendance data and other types of visitor information as assigned.
- Answer the phone at the front desk.
- Reinforce Museum rules and guidelines.
- Field museum surveys on the museum floor when necessary.
- Assist with data entry or mailings as needed.
- Other assignments as requested.

### **Qualifications & Skill Requirements**

- Minimum of one year working with children in another museum or cultural institution, retail, preschool or daycare, afterschool, summer camp or other family-oriented setting.
- Experience in guest management, hospitality or customer service preferred.
- Excellent communication skills and ability to 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.
- Must have a positive and energetic attitude.
- High school diploma or equivalent required.

### **Schedule**

- Part-time, between 20-28 hours per week, including weekends. Some evenings may be required.

### **Application Information**

- Please send a cover letter and resume as 1 PDF to [careers@brooklynkids.org](mailto:careers@brooklynkids.org) with “[Your Last Name] – Visitor Experience Host” in the subject header. Final candidates will be subject to background check and fingerprinting.

BCM values 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.