



JOB DESCRIPTION

POSITION/TITLE:	Play Facilitator
DEPARTMENT:	Visitor Experience/Education
SUPERVISOR:	Visitor Experience Manager
STATUS:	Part-time, Non-Exempt

Brooklyn Children's Museum (BCM) is seeking to hire part-time Play Facilitators to support visitor experiences in the Museum's permanent exhibits and outdoor spaces. Play Facilitators responsibilities include registering admission tickets, interfacing with visitors to ensure they feel welcomed and oriented, monitoring and maintaining the Museum's exhibits, and working cooperatively with a dynamic team to ensure visitors have a positive experience.

RESPONSIBILITIES

- Greet and orient visitors in a warm and welcoming manner as they arrive and provide information on the museum's safety protocols, visitor amenities, and exhibits
- Offer prompts for play and suggestions for interaction to families navigating the Museum's exhibits and spaces in a self-guided manner
- Check in visitors with pre-registered tickets, sell tickets and process memberships
- Oversee the order, setup, and maintenance of assigned exhibit areas or rotations
- Reinforce museum guidelines related to social distancing and safety measures related to exhibits and visitor interactions
- Reset, restock, and maintain cleanliness of exhibits throughout the day as per the Exhibit Maintenance guide
- Assist with events, parties and rentals at BCM
- Administer visitor surveys using iPads or paper-based forms
- Participate in offsite outreach at other sites in New York City from time to time
- Provide guidance to interns and volunteers when necessary
- Other Museum-wide responsibilities as needed

PREFERRED QUALIFICATIONS

- Minimum of one year working with children in another museum or cultural institution, preschool or daycare, afterschool, summer camp or other family-oriented setting
- Experience in guest management, hospitality or customer service preferred

- Excellent verbal communication skills and ability to present information clearly and confidently to visitors
- An outgoing personality and sincere interest in connecting with people of many backgrounds and all abilities
- Ability to work collaboratively and independently
- Flexibility, focus on solution-building, and excellent critical thinking and judgment
- Knowledge of Brooklyn, especially Central Brooklyn, preferred
- High school diploma or equivalent
- Must have the ability to stand and walk for extended periods
- Must be willing to wear a mask for extended periods
- Staff will be asked to wear a t-shirt, apron, ID badge and other items that help to identify them as Play Facilitators

SCHEDULE

7 to 21 hours a week depending on schedule needs. Availability requirement: 2 weekend days and select holidays.

COMPENSATION

\$19/hour, paid every two weeks. Additional benefits include paid time off, accrued based on number of hours worked, professional development opportunities and training, BCM membership, and free admission to most NY-based cultural institutions.

APPLICATION

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

Only those candidates selected for an interview will be contacted.

COVID-19 GUIDELINES

The health and safety of our Museum community is the highest priority. As such, Brooklyn Children’s Museum is requiring all newly hired staff members to be fully vaccinated with an FDA authorized and/or approved COVID-19 vaccine as a condition of employment.

ABOUT BROOKLYN CHILDREN’S MUSEUM

Brooklyn Children's Museum (www.brooklynkids.org) is the world's first children's museum and a pioneer in the field of informal learning. Inspired by the energy and diversity of our borough, Brooklyn Children’s Museum’s mission is to create experiences that ignite curiosity, celebrate identity and cultivate joyful learning. Located in Crown Heights, Brooklyn, the Museum serves 300,000 children and adults annually through its exhibits, school, public, and after school programs.

EQUAL OPPORTUNITY EMPLOYMENT

Brooklyn Children’s Museum is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies.