



## Play Facilitator Job Description

*(Seasonal)*

### **Position Overview**

Play Facilitators are the heart of visitor engagement at Brooklyn Children's Museum (BCM). This **seasonal position** offers the opportunity to contribute to BCM's mission during its busiest seasons, with the potential to transition into a non-seasonal **role** based on performance and operational needs.

**Weekend availability** is essential, as this role primarily supports families and visitors during peak days.

### **Key Responsibilities**

#### **1. Visitor Experience & Engagement**

- Welcome, orient, and assist visitors with warmth and enthusiasm.
- Facilitate **play-based engagement** with exhibits, props, and interactive spaces.
- Provide wayfinding support, answer visitor questions, and share knowledge about programs.
- Gather customer feedback via surveys, discussions, and observations.
- Proactively resolve issues to ensure safety and satisfaction for parents and children.
- Weekend and holiday availability is required, as these are the Museum's busiest days.

#### **2. Exhibit & Experience Management**

- Oversee exhibits during **Beginning of Day (SOD)**, throughout the day, and **End of Day (EOD)**:
  - Reset props, clean, and maintain exhibit spaces.
  - Manage add-on experiences like the Movie Theater, Café, and temporary exhibits.
- Facilitate animal demonstrations and shows featuring BCM's reptile collection.
- Support birthday parties, member events, and programs with professionalism and energy.
- Contribute ideas for exhibit and program improvements.

#### **3. Admission, Sales, and Memberships**

- Sell tickets, memberships, and add-on experiences.
- Upsell events, programs, and Café offerings.
- Maintain a clean and organized Front Desk area.
- Promote membership benefits and assist with onboarding members.

#### **4. Administrative Support**

- Answer calls and emails professionally.
- Collect and track data, including BOD/EOD visitor counts and zip code inputs.
- Assist with internal communication to improve operations.

#### **5. Training & Development**

- Participate in ongoing training for exhibits, visitor facilitation, and animal care.
- Support team learning and cross-departmental growth opportunities.

### **Qualifications**



- 1+ years of experience working with children and families in museums, camps, schools, or cultural settings.
- Customer service, sales, or hospitality experience preferred.
- Outgoing personality with the ability to connect with diverse visitors.
- Excellent problem-solving, communication, and critical thinking skills.
- Must be available to work weekends, holidays, and flexible hours.
- Must be able to stand, walk, and interact with visitors for extended periods.
- Candidates who excel in the seasonal role will be prioritized for future permanent opportunities.

### ***Schedule & Compensation***

- Hours: Seasonal role, up to 28 hours per week.
  - Required availability for **Saturdays, Sundays, and select holidays**.
  - Flexibility for extended hours during peak seasons (school breaks, holidays, and special events).
- Pay: \$19/hour, paid biweekly.
- Benefits: Paid time off (accrued), professional development opportunities, BCM membership, and free admission to most NYC-based cultural institutions.

### ***How to Apply***

Submit a cover letter and resume as **one PDF** to [careers@brooklynkids.org](mailto:careers@brooklynkids.org). Use the subject line: **[Your Last Name]–Play Facilitator**.

### ***What We're Looking For***

BCM thrives on creating joyful, engaging experiences for families. We're looking for team members who are passionate about play, can commit to weekend and holiday work, and are eager to grow with us. If you love working with people and creating memorable experiences, we want you on our team!