

PLEASE TOUCH MUSEUM®

Position Description

EXPERIENCE HOST

Reports To: Supr, Gallery

Department: Visitor Services

Division: Finance ¶ Administrations

Direct Reports: None

FLSA Status: Hourly Non-Exempt

Grade:

Expansion/Grant: No

Effective Date: 9/08

Status: Part Time/Full Time

Hours/Week: 24 hours PT/37.5 FT

POSITION SUMMARY:

With the anticipated completion of Please Touch Museum's expansion and relocation to Memorial Hall, in Fairmount Park, management seeks Experience Hosts to assist with the estimated expanding audience and increased need for superior customer service resulting from this transformation. The Museum's business plan projects an increase in attendance from approximately 181,000 to 500,000 in the first year of operation.

Experience Hosts are responsible for providing efficient, quality service to both internal and external customers and facilitating interactive experiences designed for young children. Additionally, Experience Hosts will work closely with the Director of Education to ensure effective delivery of Museum and exhibit educational content.

These positions report to the Gallery Supervisors and are part of the Visitor Services Department.

ESSENTIAL FUNCTIONS:

- Deliver proactive visitor service in a professional and welcoming manner;
- Attend daily meeting to learn about birthday and group arrivals, theater show times, activity times and locations, and special events planned for the day;
- Monitor the orderly operation of the Museum;
- Maintain visitor crowd control;
- Implement educational programming for Museum visitors that creates linkages to the month's theme, Museum exhibits, and collection objects;
- Facilitate visitors' experience in the exhibits;
- Act as a role model for adult visitors to encourage open-ended, child-directed play with children;
- Ensure that the Museum rules, safety standards and sanitation requirements are followed;
- Understanding of the layout of the Museum to provide directions for visitors;
- Constantly improve knowledge of Museum exhibits and programs and keep up to date with improvements or changes;
- Knowledge of emergency action plans;
- Assist in training of new staff; and
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Proven excellent customer service skills. One plus years of experience assisting the public.
- Minimum of one year experience in customer service function.
- Excellent interpersonal and communication skills with public and coworkers.
- Bilingual skills preferred.
- Demonstrated experience working with children age 1-7 preferred.
- Proven ability to work independently.
- Must have a proven record of being able to explain and enforce operating policies and procedures.
- Must be flexible with work schedule including weekends, holidays and evenings.
- Requires considerable movement around the museum to monitor activities.

** General Essential Functions and Qualifications are noted on the attached sheet.

APPLICATION PROCESS:

To apply for this position, please send a cover letter, resume and salary requirements to employment@pleasetouchmuseum.org to mail to Judy Meyers, Human Resources Dept., Please Touch Museum®, 210 N. 21st Street, Philadelphia, PA 19103 or via Fax 215-963-9645

EOE

PLEASE TOUCH MUSEUM®

Universal Position Description

INDIVIDUAL CONTRIBUTOR (No Direct Reports)

MISSION STATEMENT:

To enrich the lives of children by providing learning opportunities through play.

ESSENTIAL FUNCTIONS FOR INDIVIDUAL CONTRIBUTOR:

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership;
- Assist the manager in administration and implementation of all museum policies, procedures and standards;
- Maintain high degree of motivation to provide highest level of customer satisfaction;
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures;
- Use independent judgment to determine project guidelines, purpose, follow-through and completion. Complete assignments in a timely manner and within Museum's standards;
- Consistently work in a positive and cooperative manner with internal and external customers;
- Implement improved processes to generate best possible workflow;
- Ensure performance targets are met;
- Responsible for directing and coordinating work assignments;
- Provide periodic reports; and
- Participate in continuing educational opportunities for personal growth and development.

MINIMUM QUALIFICATIONS MANAGERS:

- Proven ability to work independently;
- Must have the ability to participate effectively in teams;
- Excellent computer skills including email communication tools;
- Must have proven ability to prioritize and plan work activities and use time efficiently;
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events;
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.