



## **Visitor Services and Administrative Assistant**

### **Job Description:**

KID Museum is seeking a Visitor Services and Administrative Assistant to help with guest relations and program support during the museum's weekend (daytime) and weekday (particularly the afternoon hours) operations. This individual will assist with customer inquiries, registrations, and transactions, and serve as a welcoming face to the museum. Guest services will be a pivotal component of this role. Employee will be the first point of contact for visitors entering the museum and as such will create the first impression of KID Museum. Therefore, prospective employees should have an approachable and caring demeanor, which will nurture the positive, fun atmosphere that the museum strives to cultivate. Excellent customer service skills and love of working with children and their families will be critical for this position. Must be available to work afternoons and weekends. This is an entry-level position with room for growth. Reports to the Operations and Administration Directors.

### **Specific Responsibilities and Opportunities Include:**

- Guest Services:
  - Welcome visitors as they enter the space; register / check in guests for workshops
  - Answer phones and check voicemail messages and museum email account, as needed
  - Complete transactions on our POS (point of sale) / CRM (customer relationship management system), including admission tickets, workshop registrations, memberships, retail store purchases, etc
  - Foster relationships with guests through formal and informal strategies; gather input and information regarding their experiences
  - Maintain cash handling

- Help manage team of High School Apprentices and prep crew, as needed
- Represent KID Museum and facilitate activities at outreach events
- Administrative/Database Management:
  - Data entry and maintenance in CRM system
  - Assist with reporting on program registrations and class enrollments
  - Update and maintain staff calendars
  - Provide weekend reports to the Operations and Administrative Directors to allow smooth transitions between weekend and weekday operations

**Requirements:**

- Excellent phone manner and communication skills
- Energetic, flexible, collaborative, and proactive
- Proficiency with POS systems and computer skills
- Experience in a front desk or receptionist position
- A love for education and children; experience working with a children a plus
- Weekend and afternoon hours are required, up to 30 hours/week
- Willingness to pitch in where needed to ensure smooth museum programming

**About KID Museum**

KID Museum is a unique, experiential learning space created in Montgomery County with a mission to cultivate creativity, curiosity and compassion among elementary and middle school aged youth. The museum is a direct response to the skills gap in today's workforce both locally and nationally offering a much-needed resource to inspire youth to build the skills needed to thrive in the 21st century, global economy and become creative problem-solvers of tomorrow. KID Museum's interactive programs are geared toward school-aged youth (ages 6-14) – the age when research shows creativity and intrinsic motivation to learn begin to wane. Our programs are designed to complement the formal education system with fun, hands-on learning experiences that spark curiosity and promote 21st century skills.

KID Museum focuses on three core objectives: (1) engaging youth in science, technology, engineering, art and math (STEAM) as building blocks of creative expression, (2) fostering an appreciation of cultural diversity and (3) promoting a sense of social responsibility. Ultimately, our programs empower youth with a sense of agency to explore the world and invent the future. In late 2014, KID Museum established its first home in a 7,500 square foot space at the Davis Library in Bethesda. KID Museum transformed this space into a 21st century creative workshop/makerspace for children and families, with 3D printers, a wood shop, textile studio, electronics lab and digital media lab, alongside a mixed materials workshop for hands-on projects of all sorts. The museum is now open seven days a week, offering a wide range of programs from drop-in weekend sessions to after-school programs, school and group visits and camps.

For more information about KID, please visit [www.kid-museum.org](http://www.kid-museum.org)

**HOW TO APPLY**

To apply for this position, please email your CV and cover letter to [Info@kid-museum.org](mailto:Info@kid-museum.org)

**MINIMUM EDUCATION REQUIRED: Some college preferred**