



## **KID Museum Visitor Services Associate**

### **About KID Museum**

KID Museum is an independent, mission-driven nonprofit serving 55,000 people annually. Our dynamic, hands-on, creative learning space serves as a resource for the greater DC region and a model for reimagining learning for the 21<sup>st</sup> century. A national leader in maker-based education, KID Museum seeks to empower kids with skills to invent the future with creativity, curiosity and compassion. Our programs integrate hands-on exploration of STEM, world cultures and global citizenship, with a focus on cultivating the skills and habits of mind to drive innovation. We reach youth from pre-K through high school, with a particular focus on elementary and middle school years, where research shows a precipitous decline in creativity and when large segments of the population (e.g., girls, African-American and Latino youth) begin to opt out of disciplines that unlock opportunity for personal and economic growth. For more information, please visit [www.kid-museum.org](http://www.kid-museum.org)

### **Overview**

KID Museum is seeking a Visitor Services Associate (VSA) to support the daily operations and frontline experience of all visitors to KID Museum. The Associate will play a key role in the overall visitor experience and will be involved in all aspects of daily museum operations. The Associate will facilitate membership sales and renewals, manage customer data, and provide excellent customer service related to all KID Museum programs and services. The position will report to the Director of Visitor Experience. The successful candidate will work in coordination with the Director of Visitor Experience to manage customer data, assist with financial transactions and record keeping, event logistics and customer service.

### **Essential Functions**

- Provide superior guest service to all guests
- Project a positive image, serving as an ambassador for the museum
- Assist in the coordination and logistics of school visits

- Manage financial transactions - including cash, checks and credit card payments - from schools and visitors
- Play a key role in data management, including database administration and financial reporting
- Assist in improving policies and procedures to support better museum operations
- Relay accurate information about planned programs and events
- Handle customer service issues/questions in a professional, polite, and positive manner
- Ensure that the Museum's rules and safety protocols are followed
- Following established protocols, open and close the building and areas within the Museum as scheduled; carry out light housekeeping and cleaning duties as outlined for each area throughout the day
- Other duties as assigned

### **Minimum Qualifications**

- Bachelor's Degree from an accredited college or university
- At least 1+ year of experience in an office environment or front-line customer service experience;
- Ability to work in a fast paced environment and interface effectively with visitors in both conveying information and listening to their questions/complaints;
- Excellent oral and written communication skills;
- Demonstrated ability to organize workload, manage several projects of equal priority at once, and sustain productivity and accuracy under pressure;
- Strong administrative skills; good research, planning, and organizational skills; strong work ethic and follow-through; excellent attention to detail;
- Strong interpersonal skills; good judgment, initiative, and resourcefulness; sense of humor;
- Proficiency in Spanish preferred
- Be friendly and outgoing
- Ability to maintain confidentiality and sensitivity within the museum setting and with respect to customer information;
- Proficiency in the MS Office suite;
- Knowledge of PatronManager or similar CRM systems preferred but not required;
- Availability to work one weekend day most weeks;
- Interest in and enthusiasm for museums and/or science education;
- Extended periods of standing and walking may be required;
- Must be able to lift at least 25 lbs.

A successful candidate must be able to perform the above tasks independently, accurately, reliably, and in a timely manner. KID Museum is a fast-paced, growing, and technologically sophisticated nonprofit. Please send a cover letter and resume to [scott@kid-museum.org](mailto:scott@kid-museum.org).