



KID Museum Visitor Services Associate (Full-time and Part-time)

About KID Museum

KID Museum is the region's pioneering experiential museum and educational makerspace. We empower the next generation with the skills to invent the future. Through hands-on programming for kids and youth (ages 4-14), we challenge young people to be active makers, who harness their creativity, curiosity and compassion to build a better world. We design and deliver programs across the full continuum of learning for kids in pre-k through middle school in partnership with educators and schools. Our onsite programs, community events, and live, virtual sessions encourage families to learn and explore together, engage kids in driving their own learning, and support educators in the classroom. We are deeply committed to diversity, equity, accessibility and inclusion, and consistently prioritize reaching underserved students of color with these transformative learning experiences that unlock opportunity for personal and economic growth.

Through deep, embedded learning partnerships with public and independent schools, we support students and teachers in developing new skills and the "mind of a maker." This philosophy embodies the mindset that we believe will be necessary for the next generation to successfully compete in an increasingly diverse, interconnected, and rapidly changing workforce, driven by technology.

We empower the next generation with the skills to invent the future, and the mindsets, habits, and skill-sets we teach are practical and powerful in everyday life. We are part of a growing movement to remake education for every young person, putting them in the driver's seat and trusting them to be agents of change. For more information, please visit www.kid-museum.org.

Position Overview

KID Museum is seeking a full-time and a part-time **Visitor Services Associate** who will serve as the first point of contact for visitors entering the museum, providing an exceptional guest experience from beginning to end. This role will lead a number of visitor-oriented areas including processing admissions and program registrations, promoting museum programs and events, and managing visitor inquiries. This position works closely with the Operations Manager and reports to the Chief Operating Officer.

The successful candidate will have a high school diploma or equivalent with some college and a minimum of 6 - 12 months customer service, front desk or receptionist experience. Prior experience with a museum or visitor-centered organization is a plus. Bilingual candidates

desired. Candidates must have an approachable and caring demeanor, which will nurture the positive, fun atmosphere that the museum strives to cultivate. Prior experience handling cash and financial transactions. Interest in and enthusiasm for museums and/or science education is a plus.

This is an excellent opportunity for a talented professional to be a part of an organization that has established itself as a significant resource for children and families in the greater DC metropolitan region and is poised for national growth. The Visitor Services Associate will be an integral member of the team as we navigate our return to in-person programming.

Essential Job Requirements

- Serve as the first point of contact for guests as they enter the space; provide exceptional customer service for all visitors by creating a welcoming, engaging, and informative environment.
- Answer incoming phone calls and monitor the museum's information email account in a timely and efficient manner.
- Register and check in guests for all Museum programs. Communicate with Operations staff and Program team regarding registrations, enrollment, and guest inquiries.
- Cultivate knowledge about Museum programming and operations to provide accurate information to visitors. Serve as a front-line ambassador of the organization.
- Complete financial transactions in the POS system, including admission tickets, workshop registrations, memberships, snacks, and retail.
- Maintain secure cash handling standards ensuring minimal variance discrepancies. Handle visitor financial information with discretion.
- Foster relationships with guests through formal and informal strategies; partner with Marketing & Communications team to gather input and information regarding their experiences.
- Work in partnership with the Program Operations team to ensure a successful execution of programs.
- Ensure Museum entry and front desk area is tidy and welcoming to visitors.
- Assist Operations Manager with administrative inventory and supply ordering for multiple locations.
- Track family, weekend participant, and visitor numbers.
- Assist with retail store management, birthday party bookings and event oversight, reception, tracking of visitor metrics, and conducting research.
- Schedule and staff birthday party bookings, and maintain and organize birthday party materials.
- Successfully complete other duties as assigned.

Minimum Qualifications

- Excellent verbal and written communication skills and ability to effectively communicate with a wide variety of audiences including children, teachers, parents/caregivers and community members.
- Knowledge of PatronManager or similar CRM systems preferred but not required.
- 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.
- Ability to work independently with little to no supervision.
- Able to utilize strong problem-solving skills to make process improvements and resolve issues.
- Ability to work collaboratively but also take initiative on independent projects.
- Flexible/able to adapt to changing needs, projects and priorities.
- Ability to maintain confidentiality and sensitivity within the museum setting and with respect to employee and customer information.
- Proficiency in the MS Office suite and Google Workspace.
- Availability to work a flexible schedule, including weekends, evenings, holidays and special events.

The successful candidate must be able to perform the above tasks independently, accurately, reliably, and in a timely manner. Compensation will be commensurate with experience. Please send a cover letter and resume to careers@kid-museum.org for consideration.

Diversity, equity, accessibility and inclusion are important, interdependent components of everyday life at KID Museum and are critical to our pursuit of excellence. KID Museum is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, gender, sex, ancestry, citizenship status, mental or physical disability, genetic information, sexual orientation, veteran status, or military status.