



## **JOB DESCRIPTION**

### **POSITION INTRODUCTION**

**TITLE:** Visitor Services Associate

**REPORTS TO:** Director of Visitor Services

**GENERAL:** The Visitor Services Associate is responsible for maintaining high quality guest services including selling admission tickets, checking in members, and answering program/workshop questions. Associates host birthday parties including assisting with setup and cleanup. The Associate helps maintain environments throughout the Museum's public exhibits.

### **CORPORATE CULTURE & HOW TO BE SUCCESSFUL**

Explorations V and Florida Children's Museum values employees who **P.L.A.Y.**

**PLAN**

**LEARN**

**ACHIEVE YOUR GOALS**

The Museum is open 7 days a week and can feel fast paced. The ability to plan your duties effectively advances the Museum's mission and makes the employee a strong asset. As a learning institution we value employees who continue to develop professionally and personally. We value employees who seek out development opportunities and will support requests for continued education as much as possible. Finally, everyone from Board, Staff, and Volunteers should set goals as a measure of measuring success. Achievement is the goal but sometimes that isn't possible due to outside factors. When you cannot achieve your goals, what did you learn about the process and how can that educational to the entire staff.

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### **RESPONSIBILITIES**

#### **PRIMARY DUTIES**

##### **FRONT DESK**

- Be able to work independently with a high level of customer service at the Museum's front desk.
- Answer the phone politely and promptly.
- Work the cash register with proper cash handling procedures.
- Collect all necessary information at the point of entry.
- Welcome guests and answer any questions about their Museum experience.
- Thank guests as they leave and invite them to return.
- Responsible for opening and closing till as scheduled.

##### **BIRTHDAY HOST**

- Greet birthday guests and assist birthday family with their needs.



- Track birthday guests and report attendance.
- Clean after birthday parties to get Museum ready for the next guest.

### **EXHIBIT ENVIRONMENTS**

- Ensure children are safe and secure when playing in exhibit environments by:
- Picking up loose materials and setting play stages with available manipulatives
- Regular cleaning and sanitization

### **BIRTHDAYS, FIELD TRIPS, RENTALS, & SPECIAL EVENTS**

- Take reservations of birthday parties, field trips, rentals, and special events.
- Assist in preparing rooms for any scheduled group activity.
- Attend museum special events; exhibit openings and celebrations.

### **SUMMER CAMP**

- Assist with camper check-in and check-out as needed.

### **MAINTENANCE**

- Assist with daily museum cleaning (vacuum/straighten/garbage/restrooms).
- Conduct seasonal deep cleaning.
- Keep Director informed of supplies needed – cleaning and party.

### **FINANCIAL ACCOUNTABILITY**

- Ensure cash tills balance at the end of each shift.

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## **QUALIFICATIONS**

- At least 2 years visitor services experience.
- Passion for hands-on learning & exploration.
- Ability to use Microsoft Office products including Outlook, Excel, and Word
- Valid Driver's License
- Employment contingent on passing a Level 1 background check

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Print Name  
Visitor Services Associate

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Signature

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Date