

**PLEASE TOUCH MUSEUM**  
**Position Description**

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**MUSEUM EXPERIENCE FACILITATOR**

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| <b>Reports to:</b>      | Senior Museum Experience Coordinator | <b>Department:</b>     | Museum Experience & Education |
| <b>Direct Reports:</b>  | N/A                                  | <b>Division:</b>       | Museum Experience             |
| <b>FLSA Status:</b>     | Non-Exempt                           | <b>Effective Date:</b> | FY19                          |
| <b>Employment Type:</b> | Part-time                            | <b>Hours/Week:</b>     | 24/ Including 1 weekend day   |

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**Background**

Please Touch Museum, the Children’s Museum of Philadelphia (PTM) was founded in 1976 and was the first children’s museum to focus exclusively on young children ages birth to seven years. Our mission is to change a child’s life as they discover the power of learning through play. In 2008 PTM moved to Memorial Hall in Fairmount Park, a National Historic Landmark which was built for the 1876 Centennial Exhibition.

Today, PTM is a multidisciplinary organization, providing exhibits and programs in the visual and performing arts, including theater, music, dance, literacy, humanities, math, and science. As a leading 21<sup>st</sup> century children’s museum, PTM’ exhibits, museum experiences, and educational programs are developed to engage children and foster the intellectual, social, and emotional skills necessary to be successful in the classroom, in life, and in future careers.

**Position Summary**

Reporting to the Senior Museum Experience Coordinator, a Museum Experience Facilitator is responsible for creating a fun, safe, and accessible learning experience through play for all guests. Museum Experience Facilitators interact with children and families and provide efficient, high quality service to all visitors. This position models educational and creative play experiences both inside and outside PTM. Museum Experience Facilitators work under the Senior Museum Experience Coordinator to implement programs and effectively deliver PTM’s educational content through collaboration with the Education and Exhibits departments to assure a 5-star experience for all museum guests.

Museum Experience Facilitators will use all components in each exhibit to achieve the highest quality guest experience possible. This includes utilizing new materials and tools in every section

of the museum. Museum Experience Facilitators will be expected to provide coverage to all exhibit spaces and address guest concerns to ensure a 5-star guest experience. Additional responsibilities include monitoring exhibits for cleanliness, maintenance and repair needs, and reporting these issues to the appropriate departments to ensure that all guest experiences are successful.

### **Essential Functions**

- Provide proactive and positive visitor engagement experiences for museum guest, and at off site Museum programs/events
- Implement interactive educational programming for Museum visitors and model positive, educational, and respectful ways to interact with children and adults to achieve the highest quality museum experience possible
- Expected to actively engage with children in play experiences
- Be accessible to assist with school groups and birthday parties and take on other duties on as needed.
- Ensure the PTM's rules, safety standards, and sanitation requirements are followed
- Perform daily opening/closing duties throughout the Museum, including routine restocking of exhibit spaces and preparation of program materials
- Attend regularly scheduled staff meeting and ongoing daily and/or weekly, monthly trainings
- Support interdepartmental special events/program to include but not limited to Countdown to Noon, Storybook Ball, and Monster Mash, Early Opening Events, Play Without Boundaries, First Wednesdays and others as determined by the museum
- Other duties as assigned

### **Minimum Qualifications**

- High School Diploma or GED required
- Associate's degree preferred, field of study: Early Childhood Education
- Must work weekdays and at least one weekend day with flexibility for early openings and late closings
- Must be willing to authorize a criminal background check and child abuse clearances
- Experience working in an open play setting and demonstrated commitment to the job, professionalism, flexibility, great play skills, and top-notch customer service
- Must have previous experience in customer service, preferably in a museum, recreational, or hospitality environment

Please Touch Museum offers an excellent working environment and competitive salary. To apply for this opportunity, please email your cover letter and resume to:

[employment@pleasetouchmuseum.org](mailto:employment@pleasetouchmuseum.org)

Office telephone: 215-581-3188

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