PLEASE TOUCH MUSEUM®
Position Description

LEAD MUSEUM EXPERIENCE COORDINATOR (FT)

| Reports To: | Manager, Museum Experience |
| Direct Reports: | |
| FLSA Status: | Exempt |
| Status: | Full-Time |

**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. PTM is multidisciplinary, providing exhibits and programs in the visual and performing arts, including theater, music and dance, literacy, humanities, math and science. PTM's exhibits are themed environments that are hands-on and interactive helping children to learn, develop and practice the skills they need to be successful 21st-century learners. The mission of Please Touch Museum 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 Building built for the 1876 Centennial Exhibition.

**Position Summary**

A Lead Museum Experience Coordinator (LMEC) demonstrates exemplary professionalism and fulfillment of all Lead Museum Experience Coordinator responsibilities with additional delegation duties as assigned by the Manager, Museum Experience. The LMEC provides support for the Manager, Museum Experience to ensure all exhibit areas are adequately staffed; handles customer services issues, administrative duties and addresses unforeseen changes in the schedule and/or the Museum's needs. The LMEC will also be responsible for the implementation and documentation of emergency procedures and first aid. The LMEC serves as an ambassador for the Museum, greeting guests and addressing guest's needs. The LMEC reports to the Manager, Museum Experiences.

**Essential Functions**
• Work directly alongside Manager, Museum Experience (including attending various planning meetings, Ops meetings, birthday party meetings and other meetings as assigned to ensure daily success for the Department of Museum Experience and Education.

• Engage with guests performing a daily 5-star experience when not providing administrative duties or addressing other concerns.

• Lead by example to demonstrate educational play facilitation to Full Time Museum Experience Coordinators and Part Time Museum Experience Facilitators.

• Assist as needed on the floor to provide added support in very busy areas, cover areas that are understaffed, and provide temporary - relief for staff as needed including covering staff breaks and/or lunches.

• Prepare schedules and assist with delegating rescheduling needs and exhibitory staff changes.

• Preparing morning 8:30 a.m. Museum Experience training meetings alongside the Manager, Museum Experience. Co-conduct morning and end of the day meetings with the Manager, Museum Experience.

• Provide administrative support to the Manager, Museum Experiences such as but not limited to: creating daily/monthly schedules, creating workflow of discovery programs; oversee supply needs; documentation needed for disciplinary actions, logging attendance reports, logging incident reports, staff communications and any other requested reporting.

• Assist in hiring, orienting, training, and appraising staff. Train staff in exhibit and program content, customer services, and museum engagement.

• Be the lead with school groups and birthday parties.

• Ensures that each guest receives outstanding guest services by providing a friendly environment which includes greeting & acknowledging visitors, answering questions, maintaining outstanding standards, and thorough knowledge of exhibits & programs along with all other components of guest service. Proactively communicate with guests who need assistance, including separated child, lost guardian, or a need for first aid.

• Address staff issues/make the Manager aware if they observed performance issues (poor performance and exemplary performance) during their floating time.

• Assist with training, onboarding and orientation of new staff during new hiring period. Observe training needs and relay training needs to the Manager.

• Provide all Full Time Museum Experience Coordinators and Part Time Museum Experience Facilitators direction and guidance and assist the Manager, Museum Experience with disciplinary actions and employee documentation.

• Collaborate with staff across the Museum to clearly communicate programs, resources and Museum Experience information.

• Assumes role of MOD in the absence of Manager, Museum Experience.

• Supporting and training volunteers.

  • Ensures a seamless guest experience through consistency of goals, standards, policies and procedures.


**Minimum Qualifications:**

• Bachelor’s degree in Early Childhood Education, Fine Arts, Museum Education/
• Studies or related field required.
• One- three years’ experience working in a professional hospitality venue by demonstrating commitment to the job, professionalism, flexibility, great play skills and top-notch customer service preferable in a children’s museum setting.
• At least one year of experience demonstrating excellent administrative skills.
• Highly experience working with young children & adults in a cultural inclusionary institution setting required.
• Can learn to operate carousel and run it when necessary, specialized programming and be able to train staff on current, future and traveling exhibits.
• Proven excellent time management, attendance and project management skills.
• Able to contribute in a team environment
• Excellent computer skills - Microsoft products-excel; word; email and ADP.
• Proven ability to handle customer questions and complaints with professionalism. Ability to think about the best way to solve a customer service problem. Handles customer questions and complaints with confidence. Must be able to effectively and politely interact with all Museum guests in a busy, fast paced environment.
• Plays and talks with young children, intentionally using language to extend imaginative play experiences.
• Communicates clearly with Museum Experience staff regarding scheduling changes and daily museum operations changes.
• Must be able to maintain an energetic performance throughout the day and to be flexible about breaks and assignments throughout the day.
• Work with the Education and Exhibit teams on changes and implementation of programs changes.
• Demonstrates commitment to the job, professionalism, flexibility, and top-notch customer service.
• Demonstrates excellence and competence, collaboration, innovation and commitment to the mission of the Museum.
• Proven excellent verbal and written communication skills required; Able to perform administrative duties such as reporting, scheduling, incident reports and other administrative duties.
• Work requires willingness to work a flexible schedule, including weekends, evenings and holidays.
• Must demonstrate strong interpersonal skills, maturity and good judgment and can communicate with a diverse range of individuals.
• Bilingual skills a plus

Please Touch Museum offers an excellent working environment; a comprehensive benefit package and competitive salary. To apply for this opportunity, please mail your cover letter, and resume to: Human Resources, Please Touch Museum, 4231 Avenue of the Republic, Philadelphia, PA 19131: Email: employment@pleasetouchmuseum.org fax: 215-581-3182 Office telephone: 215-581-3189 EOE
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