

PLEASE TOUCH MUSEUM®
Position Description

MUSEUM EXPERIENCE COORDINATOR

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|------------------------|---------------------------------------|------------------------|-------------------|
| Reports To: | Lead Coordinator Museum Experience | Department: | Museum Experience |
| Direct Reports: | | Division: | Museum Experience |
| FLSA Status: | Exempt | Grade: | |
| Status: | Full time | Effective Date: | FY19 |
| | | Hours / Week: | 40 |
| | | | Sunday- Thursday |

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 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:

Museum Experience Coordinator is a vital part of the Museum Experience Department, acting as ambassador of our mission and providing and assuring a 5-star guest experience to everyone who comes through the Museum’s doors. A Museum Experience Coordinator provides information and assists in facilitating exhibits through play to enhance the guest experience and create an environment that is welcoming and memorable. Will be responsible to operate carousel exhibit. Other responsibilities are, but not limited to; keeping the guest well informed on exhibit, programming, pricing, hours, food service options, memberships and wayfinding. Ensure safety and proactively assist the guest in a timely manner. Will also support birthday party & school group hosts.

Essential Functions:

- To create a first impression of welcome and warmth to all guests within the exhibit

and respond to their needs in a positive way.

- Interpret and facilitate exhibits through informal learning. Assist education staff with performing, programming and other activities on the Museum floor.
- Accurately inform guests of Museum offerings. Help guests optimize their visit by explaining program details.
- Proactively communicate with guests who need assistance, including separated child, lost guardian, or a need for first aid. Be the first responder to ensure that safety procedures are followed to assist a guest and provide first aid in an emergency.
- Will be responsible for operating the carousel exhibit.
- Keeps exhibits in order by keeping exhibit areas organized and props appropriately stocked
- Reports any exhibit repairs for scheduling Will be cross-trained to work in multiple frontline guest services areas including birthday parties, school groups, story time and other programming.
- Other administrative duties.

Minimum Qualifications:

- 1 year of informal early childhood learning preferred.
- Demonstrates ability to communicate and relate effectively to a wide variety of individuals.
- Must have a bachelor's Degree in Education/Art or related field
- Must have a child clearance background check prior to hire. (Includes fingerprinting)
- Must be willing to authorize a criminal background check
- Must be able to work one weekend day.
- Handles customer questions and complaints with confidence. Communicates clearly with Museum Experience Facilitators regarding scheduling changes and daily museum operations
- Must be able to effectively and politely interact with all Museum guests in a busy, fast paced environment.
- Able to do administrative duties such as reporting, scheduling, incident reports and other administrative duties as assigned by Lead Coordinator Museum Experiences.
- Experience working in a Museum setting and demonstrating commitment to the job, professionalism, flexibility, great play skills and top-notch customer service.
- Demonstrates excellent customer skills with a focus on family and young children.
- Must have 1 year previous experience in customer service, preferably in a museum, recreational or hospitality environment.
- Ability to think about the best way to solve a customer service problem and to notice patterns in the customer service issues that arise.
- Able to work well in a team environment
- Excellent verbal skills that demonstrate 5-star customer service skills
- Handles customer questions and complaints with professionalism.

- Plays and talks with children, intentionally using language to extend imaginative play experiences.
- Demonstrates professional attitude.
- Must be able to maintain an energetic performance throughout the day.
- Excellent interpersonal customer service skills required. Ability to talk in a developmentally appropriate manner with very young children.
- Demonstrate an understanding of the role of museum education in lifelong learning, 21st century skill building and learning through play.

Please Touch Museum offers an excellent working environment; and competitive salary. To apply for this opportunity, please mail your cover letter, accomplishments related to guest experiences, and resume to: CHRO, 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

Posted: Tuesday, November 20, 2018