

PLEASE TOUCH MUSEUM®
Position Description

MUSEUM EXPERIENCE FACILITATOR (PART TIME)

Reports To:	Lead Museum Experience Coordinator	Department:	Museum Experience
Direct Reports:		Division:	Museum Experience
FLSA Status:	Nonexempt	Grade:	
Status:	Part-Time	Effective Date:	FY19
		Hours / Week:	24 Including one weekend day

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.

As a leading 21st 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 and in life. PTM’s mission is to change a child’s life as they discover the power of learning through play. PTM welcomes over half a million visitors a year from the greater Philadelphia region, across the country and around the globe. The Museum is housed in Memorial Hall, a National Historic Landmark with over, 100,000 sq. ft in total and 60,000 sq. ft of exhibit space.

Position Summary:

Reporting to the Lead Coordinator Museum Experience, 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 the Museum. Museum Experience Facilitators work under the of Lead Coordinator Museum Experience to implement programs and effectively deliver the Museum’s educational content and work collaboratively with the education and exhibits departments to assure a 5-star experience for all Museum guests.

The Museum Experience Facilitator will use all components in each exhibit hall to achieve the highest quality guest experience possible. This includes using new materials and tools in every section of the Museum as directed. The Museum Experience Facilitator will be expected to provide coverage to all exhibit spaces, monitor exhibits for cleanliness and

the need for maintenance and repair and report these issues to the appropriate departments and address other guest concerns to ensure a 5-star guest experience for all visitors to the Please Touch Museum.

Essential Functions:

The Museum Experience Facilitator will provide proactive and positive visitor engagement experiences for Museum guests and at off site Museum programs/events. They will also 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 visitor service experience possible. This includes using new materials and tools in every section of the Museum as directed by the Lead Coordinator, and Manager of Museum Experience.

The Museum Experience Facilitator will be expected to actively engage with children in play experiences.

The Museum Experience Facilitator will be accessible to assist with school groups and birthday parties and other duties on the floor as needed.

Responsibilities may include specialized training in specific areas of the Museum.

Ensure the Museum'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 meetings and ongoing daily and/or weekly, monthly trainings Responsible for reviewing administrative notifications regarding position (e.g. ADP, scheduling, email notices).

Support interdepartmental special events/programs 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.

The Museum Experience Facilitator will be accessible to assist with school groups and birthday parties and other duties on the floor as needed.

Minimum Requirements:

High School Diploma or GED required

Associate's degree, field of study: Early Childhood Education preferred

Must work one weekend day and two weekdays with flexibility of early openings and late closing

Must be willing to authorize a criminal and child clearance background check

Experience working in a Museum setting and demonstrating 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 mail your cover letter, accomplishments related to guest experiences, 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: 215-581-3188 EOE

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