MUSEUM EXPERIENCE COORDINATOR

Reports to: Manager, Museum Experience  Department: Museum Experience & Education
Direct Reports: N/A  Division: Museum Experience
FLSA Status: Exempt  Effective Date: FY20
Employment Type: Full-time  Hours/Week: 40/ Friday - Tuesday

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 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, in life, and in future careers.

Position Summary
Reporting to the Museum Experience Manager, the Museum Experience Coordinator is a vital part of the Museum Experience team, acting as ambassadors of our mission. Museum Experience Coordinators will provide coverage to all exhibit spaces and utilize components in each exhibit to achieve the highest quality guest experience and create an environment that is welcoming and memorable. Museum Experience Coordinators will be expected to address guest concerns in a timely manner to ensure a 5-star guest experience.

Primary responsibilities include: monitoring safety in and around exhibits; monitoring exhibits for cleanliness, maintenance, and repair needs, and reporting these issues to the appropriate departments; keeping guest informed on exhibits, programming, daily events, and providing wayfinding assistance. Museum Experience Coordinator are also responsible for onboarding and supporting school groups and their hosts.
**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
Office telephone: 215-581-3188       EOE