



children's
museum
of la crosse

silly smart

207 5th Ave South, La Crosse, WI 54601

PHONE (608) 784-2652

www.funmuseum.org

Employment Opportunity

Position: Playologist

Overview: Playologists are responsible for providing exceptional customer service to guests on a daily basis. As guest services providers, Playologists will process sales, greet and check in visitors, answer phones, and assist with Museum programming and events. Playologists must be outgoing, confident and willing to be a little bit silly sometimes. This position also requires sensitivity to a variety of ages and abilities, flexibility in adapting to changing situations, the ability to learn new content quickly and having a pleasant, welcoming disposition. Playologists report to the Visitor Services Coordinator and will interact frequently with other management staff. However, the employee must be flexible, cooperative and possess the ability to work independently.

Salary/Wage: \$8.50/hr

Status: Part Time Employee

Qualifications:

- Experience in providing excellent customer service
- Moderate to high energy and enthusiastic personality
- Excellent organization and problem solving skills
- Experience working with children and families
- Excellent written and verbal communication skills
- Basic computer skills preferred
- General knowledge of Children's Museums and/or non-profit organizations preferred

Requirements:

- Must have weekday and weekend availability
 - Weekday shifts are typically 9:30am-1:30pm or 1pm-6pm Tuesday – Friday
 - Weekend shifts vary in length and typically fall between 9:30am-6:00pm on Saturdays and 11:30am-6:00pm on Sundays
 - Occasional evening or early morning shifts may be required based on Museum program and event schedule.
- Must be able to work a flexible schedule based on Museum attendance, programming, and events
- Must be available during the summer

- Must be able to efficiently operate a computer and basic software
- Must be able to stand for extended periods of time
- Job requires stooping, kneeling, crouching, and bending
- Job requires a high degree of interaction and engagement with others, including children and families
- Must be able to function and thrive in a fast-paced and loud environment with youth

KEY ROLES (Essential Job Responsibilities)

General Duties:

- Ensure daily management of public spaces: exhibit floor, bathrooms, front desk, gift shop, party rooms to ensure a clean, safe, and welcoming environment for guests to enjoy.
- Greet visitors, answer questions, problem solve
- Engage Museum visitors in exhibits and activities, encouraging and facilitating play
- Set up and main exhibits and activities during business hours and special events
- Maintain a safe environment: monitor exhibits and public spaces for safety concerns, including hazardous conditions and suspicious or unsafe visitor behavior
- Reconcile daily deposits
- Complete daily cleaning tasks to maintain cleanliness of Museum
- Help direct and guide volunteers during various programs/activities

Guest Services Duties:

- Process admission, membership purchases/renewals, program registration, field trip payments, gift shop purchases, and other sales using a computer and point of sale software
- Assist administrative staff in answering telephones and providing assistance to guests
- Develop knowledge of Museum history, mission, events, and programming to provide information to individuals, groups, and organizations
- Assist children in “fluffing a friend” with an Animaland stuffing machine in gift shop

Birthday Buddy/Museum Rental Duties:

- Deliver consistent, quality and memorable birthday party/museum rental experiences to Museum visitors
- Assist party guests with gifts, food, and other supplies they may need during the party
- Clean up after each birthday party or rental experience; restage the room for the next party
- Answer questions and solve problems for Museum guests

Programming Duties:

- Enthusiastically facilitate or support programs and demonstrations as needed
- Work with and report to Visitor Services Coordinator for preparation and materials for each program
- Prepare, execute and clean up after daily programs and timed activities