



silly smart

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www.funmuseum.org

Employment Opportunity

Position: Play Patrol Floor Staff

Overview: Museum Floor Staff members play an integral role in the success of the Museum's mission by facilitating our exhibits, interacting with guests of all ages, and maintaining a clean and safe environment, all of which contributes greatly to the overall guest experience at the Museum. CMLC seeks to hire Floor Staff Members who are 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. Floor Staff reports to the Visitor Services Coordinator and will interact frequently with other management staff.

Salary/Wage: \$7.50/hr

Status: Part Time Employee

Essential Duties and Responsibilities include, but not limited to:

- Greet visitors and answer questions
- Inform guests of museum layout, events, activities, and exhibits
- Provide a high level of customer service by engaging guests, resolving problems, answering questions and referring tougher problems to the supervisor as necessary to ensure a pleasant experience
- Ensure safety and well being of the museum guests while they are visiting the museum or related areas
- Keep the museum, including gift shop and bathrooms tidy, free of trash and debris to ensure museum is clean
- Set up and maintain exhibits and activities
- Engage Museum visitors in exhibits and activities
- Support program and birthday party delivery as needed

Qualifications:

- 15 years of age
- Moderate to high energy and enthusiastic personality
- Excellent organization and problem-solving skills
- Self-motivated and flexible
- Experience working with children and families is preferred
- Prior customer service experience preferred
- Excellent verbal communication skills

Requirements:

- Must have weekend availability
 - o Weekend shifts vary in length and typically fall between 11:00am-6:00pm on Saturdays and Sundays
- Must be available around holidays
- 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

Specific Responsibilities

Maintains Quality Customer Service by:

- Providing hospitality to children and their caregivers by greeting each visitor, offering information, answering questions, and providing general assistance
- Communicating Museum policies to visitors
- Providing assistance with exhibits as needed

Maintains Overall Clean Museum Environment by:

- Walking through Museum making sure all thru ways are clear of debris or obstacles; standard being every 30 minutes.
- Upkeep of bathrooms, gift shop, reusable exhibit products, spills, and general cleanliness
- Cleaning props and exhibits throughout the day
- Participating in prep and cleaning for field trips, parties, and classes
- Providing assistance to Exhibits and Programming staff.

Maintains a Safe Museum Environment by:

- Following and enforcing Museum standards and policies-including emergency policies
- Communicating any potential or active problems to the appropriate Museum staff
- Assisting in lost child/caregiver response
- Assisting with clean-up on non-hazardous materials and some bodily fluids- basic first aid as needed

Participates in Interdepartmental Collaboration and Training:

- Attending all staff meetings as required
- Keeping up to date on Museum policies, standards, and specific language
- Participating in training sessions to review known material and learn new material
- Assisting in additional tasks as assigned by supervisor or other Museum Directors.