



Job description

Birthday Party Specialist

Description:

Knock Knock Children's Museum is seeking a Part-Time Birthday Party Specialist. The Birthday Party Specialist will be responsible for the organization and implementation of all birthday parties that take place at the museum. It is the responsibility of the Birthday Party Specialist to provide an exceptional experience for Knock Knock birthday party guests. Working under the supervision of the Event Coordinator, this position will be critical in building the reputation of the birthday party program and establishing long-term revenue growth for the organization.

The ideal candidate must be organized, energetic, self-motivated, and have a positive attitude in order to provide clients with the highest level of customer service. In addition to supervising all birthday party guests, this position is responsible for leading birthday activities with groups of up to 20 children. This position will be expected to work weekday and weekend birthday parties.

The Birthday Party Specialist will report directly to the Event Coordinator. *The Birthday Party Specialist will also be responsible for party inventory, cake ordering fulfillment, pre-and post-party room preparation, management of playworker per party, and guest follow-up communications.*

Responsibilities:

- Greet and assist birthday party guests as they enter the museum;
- *Manage and Maintain sign-in log per party, calculate additional accrued birthday charges (and submit to the front desk with patron for payout)*
- Responsible for setting up, cleaning up, and maintaining multi-purpose room; *cleaning includes wiping down tables and chairs between parties, sweeping large items and emptying dustpan, wiping down all countertops, suffering the floor between parties and calling for the porter at the end of the day for full service of the multipurpose room.*
- Adhere to party timing schedule;
- Serve food, beverages, and cake to party guests;
- Ensure there is adequate space/seating for all party guests; *with 30 wristbands for entry 30 seats must be available: 20 chairs for children and 10 seats for adults, blue chairs can be used for the 10 adults and adjusted on a needed basis.*
- Provide an exceptional *Knock Knock branded* birthday experience to birthday guest of honor and all parents and guests;
- *Submit "request to purchase" form to Event coordinator to review, then to Deputy Director for Approval;*
- Restock party supplies *via monthly amazon or prior authorized online order fulfillment, as well as maintaining an inventory of items consumed per weekend.*
- Resolve customer complaints;

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- Ability to read Altru calendar and assist in booking birthdays via Altru;
- Ensure all party gifts and belongings have left with the party guest of honor;
- Address and write thank you notes to a guardian of birthday guest of honor after-party has concluded;
- Keep a birthday party log for daily weekly status report
- Ensure that all security and safety policies of Knock Knock Children's Museum are observed by the birthday party attendees and groups;
- Uphold hosting all birthday parties to include; "weekday" parties as well as, Saturday birthday parties and Sunday birthday parties.

Qualifications:

- 3-5 years' experience with children grades Pre-K through 4th grade
- High-school diploma preferred;
- Strong customer service background;
- Must have excellent multi-tasking abilities, and be able to prioritize and handle multiple projects at once efficiently and effectively;
- Attention to detail, ability to follow and energetically instruct and execute multiple school-age activities
- Excels within a strength-based culture and is excited to join a nimble and talented team;
- Experience working on an iPad and computer
- Exceptional oral communication abilities;
- Work effectively with a wide variety of Museum departments, supporters, visitors, volunteers, and staff; and
- Ability to work weekends, holidays, and after-hours as needed.

About Knock Knock Children's Museum:

Knock Knock Children's Museum is being an inclusive gathering place where families and children of all backgrounds and experiences will interact. The children's museum itself is an approximately 26,000 square foot facility currently in the final stages of construction in City-Brooks Community Park in Baton Rouge, Louisiana. Its prime location on 6 acres of existing parkland was selected to afford access to all communities within Baton Rouge and surrounding nine-parish area. Knock Knock Children's Museum is comprised of hands-on, interactive exhibits called "Learning Zones." Anchored in research and evidence-based practices addressing all areas of development, the "Learning Zones" are designed to create teachable moments that will connect children's every day experiences to learning. Knock Knock's focus is on the development of the whole child with the goal of increasing early literacy skills (reading, writing, listening, and speaking) while expanding knowledge and raising interest in STEAM (science, technology, engineering, art, and math) subjects and careers, especially among children from under-served and under-represented populations.

To Apply for the Position:

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1900 Dalrymple Drive • Baton Rouge, LA 70808
@KnockKnockChildrensMuseum • KnockKnockMuseum.org

Please submit, via email, the following application documents: cover letter, resume', and a list of three to five references including email and phone numbers for each reference in ONE - PDF document with Position Title in subject to: jbrooks@knockknockmuseum.org

Job Type: Part-time

Pay: \$10.00 - \$16.00 per hour

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