



Front Desk and Visitor Services Specialist

Job Description

Calling all makers, creators, and adventurers! Forget a desk and stuffy cubicle and step inside an office filled with paint, drills, robots, a grocery store, bubble playground, and more. Never a dull moment, you must be open to unique and different jobs every day. This position is fast paced, on your feet, often scurrying to keep things professional and efficient! If you're looking for a little bit of chaos and a lot of learning, look no further than Knock Knock Children's Museum!

Knock Knock Children's Museum is looking for several part time Front Desk and Visitor Service Specialists to carry out its mission as a community spark for high quality learning experiences through play. This position will work between 15-29 hours per week in all areas of the museum with children, ages 0-8, and their grown-ups.

The ideal candidates must enjoy interacting with children, display enthusiasm and patience, and have a positive attitude to provide an excellent experience greeting children and their caregivers. The Front Desk and Visitor Service Specialists will be mentored by senior Learning Innovation staff.

Learning Zone Groupings:

- **Nutrition & Sustainability** - Café, Pelican Pantry (Grocery), Fish Tales
- **Math & Science** - Go Figure (Math & Puzzles), Bubbles
- **Health & Fitness** - Ship Shape (Exercise), Paws & Claws (Vet Clinic), BR Star (Dance Studio)
- **Building** - Bayou Builder, Wind Tunnel, Go Go Garage
- **Early Childhood** - Crawbaby, Baby Care Room & Quiet Cabin
- **Nature, & Literacy** - Big Backyard, KK Square, Storytree Library

Responsibilities:

- Reviewing the number of visitors signed in for each preregistered shift to comply with numbers
- Greeting and checking in members and ticketed visitors
- Selling memberships
- Checking in and assigning volunteers
- Developing a strong Knock Knock knowledge base
- Learning Innovation staff back up for product preparation
- Learning Innovation staff back up as needed including covering breaks
- Assists with Covid cleaning protocol
- Supports Learning Zones staff and volunteers as issues arise and assists with evening clean-up activities across the museum.
- Trouble shooting for visitor issues and questions
- Engage children and their grown-ups in exploration, play, and learning



- Works as part of a team and greets opportunities to lend a hand, redirection, and requests for help with enthusiasm and professionalism
- Completes all other tasks as assigned and takes initiative as needed

Essential Characteristics:

- Understands & lives the mission and values of KKCM.
- Enjoys interacting with children and displays enthusiasm, patience, and a positive attitude
- Possesses Strong knowledge of the children's museum offerings (visitors services, exhibits, and daily activities)
- Communicates effectively with visitors and coworkers both in writing and verbally. Be able to receive and provide constructive feedback. Participate in staff meetings
- Is highly creative, motivated, and positive.
- Is a flexible open-minded thinker, life-long learner, with a strong work ethic.
- Is committed to working some weekends, holidays, and nights.
- Be able to lift 25 pounds, stand for 6 hours, and work outdoors.

Qualifications

- Bachelor's or Associate's degree in education or a related field preferred.
- High school diploma required.
- 1 to 2 years of experience working with children and their grown-ups.

About Knock Knock Children's Museum:

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. Knock Knock is specifically committed to taking action to combat race and gender bias and discrimination.

Knock Knock is committed to fostering an inclusive environment that encourages and values diversity in its staff, the board of trustees, supporters, volunteers, audience, collections, exhibitions, and programming. Diversity/IDEA enhances the institution's engagement with an increasingly broad spectrum of participants and strengthens relationships within our community and beyond.

To learn more about the children's museum please visit, www.knockknockmuseum.org

To Apply for the Position:



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

Please submit, via email, the following application documents: cover letter, resume', and desired hourly rate in **ONE - PDF document with Position Title in subject to: Opportunities@knockknockmuseum.org**