



Visitor Services Specialist

Job Description

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. The work centers around providing exceptional customer service to all guests as they arrive and check-in for their visit to the museum. Our Visitor Service Specialists are the first and last people most of our visitors see, so it is their job to ensure every visitor has the best Knock Knock experience possible. Visitor Services Specialist is also considered our museum concierge. This means members and guests frequently come to Visitor Services for answers to their questions about Knock Knock.

The ideal candidate must enjoy interacting with children, display enthusiasm and patience, have a positive attitude, and provide exemplary customer service at all times.

Responsibilities:

- Greet and check-in members and ticketed visitors
- Promote membership sales
- Check-in and assign volunteers
- Develop a complete Knock Knock knowledge base
- Serve as the Knock Knock Concierge by answering visitor questions, solving complaints as they arise, and preventing issues from escalating when possible
- Ensure each member and guest has a positive and enjoyable Knock Knock experience
- Assist Learning Innovation Team prepare for Learning Zone programs as needed
- Assist Learning Innovation Team and Learning Zone Specialists in other areas of the museum when needed
- Assist with end-of-day cleaning procedures
- Engage children and their grown-ups in exploration, play, and learning
- Work proficiently in Knock Knock's CRM database
- Conduct all financial transactions at assigned register including credit/debit cards and cash.
- Set up assigned register before each shift and balance the register at close-of-business
- Accept other duties as assigned

Essential Characteristics:

- Understand the mission and values of Knock Knock
- Be able to problem solve in high pressure situations
- Be comfortable dealing with money including counting change and credit/debit card transactions
- Be meticulous with information

Knock Knock Children's Museum is a community spark for engaging, playful learning experiences that inspire and support lifelong learning.

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- Have the ability to follow procedures
- Be a quick learner who is able to multi-task
- Enjoy interacting with children and display enthusiasm, patience, and a positive attitude
- Communicate effectively with visitors and coworkers both in writing and verbally
- Be able to receive and provide constructive feedback
- Be a flexible, open-minded thinker, and a life-long learner with a strong work ethic.
- Be able to work weekends, holidays, and nights.
- Be able to lift 25 pounds, stand for 6 hours, and work outdoors.

Qualifications

- High school diploma required.
- Retail experience preferred.
- Customer Service experience preferred.

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 Apply for the Position:

Please submit the following application documents via email: cover letter, resume', and desired hourly rate in one PDF document with the Position in the subject line to: rdaigre@knockknockmuseum.org

This position is open until filled.

Knock Knock Children's Museum is an Equal Opportunity Employer

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