ABOUT THE CHILDREN'S MUSEUM

The Children's Museum has recently moved across town to a new location at 180 Mohegan Drive in West Hartford CT. We continue to offer hands-on fun with STEM/STEAM exploration for children and families, school and community groups, and home schooled children. At the Museum, Nature Center, and Preschool and in classrooms throughout Connecticut, we encourage children to become creative thinkers and lifelong learners. All the while, supporting families and the community in their role in our children's advancement. The Children engage in our interactive labs, workshops, multi-sensory exhibits and demonstrations, a live wildlife sanctuary, vacation camps, birthday parties, scout activities, and special events. Our unique Children's Museum Preschool, co-located with our West Hartford Museum, integrates science experiences into early childhood learning and a play based curriculum. Our nearby Roaring Brook Nature Center in Canton offers environmental exhibits, nature programs, concerts and acres of outdoor hiking, bird watching, and winter cross-country skiing.

ABOUT THE POSITION: **Visitor Services Associate/Museum Experience Facilitator**

As a customer support team member, you will have the opportunity to welcome and educate children and their caregivers through exploratory opportunities. You will admit our guests and guide diverse learners through exhibit exploration and engaging experiences. As a friendly and supportive Customer Service representative, you provide the first contact with our guests both in person and by the phone. As a dynamic and energetic facilitator, you will make each child's and families experience one that is informative, rewarding and fun.

PRIMARY RESPONSIBILITIES:

- Facilitate the process of admitting children and their caregivers into the museum and successfully address customer service needs as they arise.
- Proactively identify opportunities for membership, program registration and event ticketing, in-person, by phone and through electronic communications.
- Facilitate hands on learning episodes for families and children in the Museum's exhibits and programming spaces.
- Facilitate family activities and birthday celebrations in the Museum's exhibits and programming spaces
- Prepare and maintain exhibit manipulatives and materials for museum exploration and program delivery
- Assist in disinfecting, cleaning and maintaining general public and exhibit spaces.
- Other duties as needed. Duties may be altered as the museum navigates its reopening at our new location.

QUALIFICATIONS

- Previous experience with young children (ages 3-12) in either formal education settings, informal education settings, museums, childcare or recreational settings
- Excellent customer service and interpersonal communication skills
- Demonstrated ability to adapt to use of new technology and programs
- Understanding of inquiry based teaching and learning
- Proficiency with inquiry, object observation, and dynamic storytelling
- Ability to engage children, families, and caregivers in a welcoming, energetic, friendly, and professional manner
- Ability to be flexible and assimilate feedback from colleagues and participants
- Demonstrated ability to successfully work independently as well as collaborating with others.
- Background checks must demonstrate that employees are appropriately qualified to engage with children and families in a public setting.
- Programs require the movement and transportation of equipment and supplies. Must be physically able to safely bend, stretch and lift up to 30lbs. Programs with children often requires the need to work while sitting on the floor or bending to their level.

ADDITIONAL PREFERRED EXPERIENCE:

- Undergraduate degree (acquired or in the process) preferred.
- Visual or performing arts experience helpful
- Customer service and cash handling experience
- Experience working with a diverse group of learners, including children who have special needs

AVAILABILITY:

- Visitor Service Associates/Museum Experience Facilitators assigned 15-30 hours per week. Seasonal fluctuation in our programming occurs with spring, summer and school holiday periods seeing higher demand for facilitation of museum programs. Late spring/summer and select holiday weeks can peak with 40-hour workweeks.
- Routine weekend availability required with flexibility in additional days preferred.
- Must be available to work during our local area school holiday vacation periods.

Opportunities available for proactive and highly conscientious Associates to take on expended leadership and supervisory responsibilities with additional compensation in the role of Weekend/Shift Supervisor.

Days and Hours available: Mon-Fri 9am-5pm, Sat 12pm-5pm, Sun 9:30am-5pm

Rate of Pay: Associates $15/ hour, Shift/Weekend Supervisor $16-$16.50/hour

Apply to: send resume with a cover letter to jmorales@thechildrensmuseumct.org or apply in-person Mon-Fri 9:30am-4pm at The Children's Museum, 180 Mohegan Drive West Hartford CT. 06117.

**Please include days and times you are available and any known conflicts to being scheduled during the days and times noted above.*