

Guest Experience Coordinator – Full Time

At the Children's Museum of Southern Minnesota, we believe our team is part of something extraordinary. Our Museum is community-built and community-sustained, with a mission to ignite the natural curiosity of every child through the power of play in a dynamic, awe-inspiring environment. As a Guest Experience Coordinator, you will have the opportunity to perform meaningful work and find enjoyment in the energy this lively environment inspires.

Join our team!

Reporting to the Director of Museum Experience our Guest Experience team has the responsibility of working in a fast-paced environment and overseeing the Museum's exhibits, facilities, and front desk while on duty. Weekday (Tuesday-Friday) and weekend availability are expected, as well as availability for additional hours for special events and programs. This position is a non-exempt full-time position. This position is eligible for benefits including but not limited to health, dental, vision, life insurance, short and long term disability, HSA, FSA dependent care, SIMPLE IRA matching program and staff discounts. Excellent customer service, a commitment to continued improvement and efficiency of Museum practices, attention to detail, self-motivation and flexibility, and the ability to maintain a positive attitude while dealing with the unexpected should be key attributes that describe you as a worker.

Take the next step! Please submit a resume and cover letter to Heather Otto, Vice President of Operations, at info@cmsouthernmn.org.

What is important to us

- Maintaining a welcoming and engaging visitor experience while offering support throughout the museum.
- Providing excellent customer service by ensuring all guests have a fun and memorable visit.
- Supporting and encourage adult guests to engage in play with their children.
- Ensuring museum facilities and exhibits are safe, clean, welcoming, and well-organized.
- Being curious, asking questions, and sharing ideas.
- Taking initiative to remain engaged and productive.

Job Responsibilities

Guest Experience

- Greet and manage group visits.
- Manage set up and clean up for Birthday Parties.
- Develop and support pop-up programs.
- Engage children and families in museum exhibits and activities.
- Model child led play for museum guests and members of the guest experience team.
- Maintain a clean, organized, and inviting museum environment during open hours.

- Handle the cleanup of guest accidents in a professional and efficient manner.
- Communicate and interact effectively and respectfully with visitors, co-workers, supervisors, and individuals from other organizations.

Team Lead

- Lead the Playwork and Front Desk teams as the person in charge on weekends and evenings.
- Lead the response to emergency situations as they arise.
- Enforce Museum policies and rules.
- Prepare the museum to open to the public in the morning.
- Lead team to shut down, reset, and clean museum exhibits and facilities at the end of the day.

Museum Support

- Process admissions, memberships, gift shop, and café sales.
- Answer phone calls, forward calls to the office when necessary.
- Ensure the Front Entry, Front Desk, Café, and Restrooms are kept clean, welcoming, and well-organized.
- Communicate exhibit repair needs and safety concerns to the Facilities and Exhibits team.
- Assist with cleaning exhibits and exhibit items as needed.
- Monitor exhibit inventory and report restocking needs in a timely manner.
- Other duties as assigned.

Qualifications

- Job requires weekday and weekend availability.
- Enthusiasm and support for the Museum's mission.
- Experience working with children and families is preferred.
- Experience working in a Museum setting is preferred.
- Job requires the ability to work under stress, handling situations as they arise and proactively problem solve.
- Commitment to striving to find efficiency and ongoing improvement of all museum practices.
- Reliable, self-motivated, and a team player.
- Experience leading a small team is preferred.

Work Conditions

- Job requires exerting up to 10-20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Job requires working in a fast-paced environment with some exposure to high levels of auditory and visual stimuli.
- Job requires a high degree of interaction and engagement with children and adults.
- Job requires standing and walking for up to 8 hours in indoor and outdoor museum exhibits.



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www.cmsouthernmn.org

About the Children's Museum of Southern Minnesota

The Vision for the Children's Museum of Southern Minnesota is to be a catalyst for building a stronger, more vibrant community around play so that all children in our region share in a bright future of opportunity and well-being. Located in Mankato, Minnesota, the Museum welcomes nearly 100,000 visitors and maintains over 2,100 memberships annually, and continues to be a resource for the region, providing the opportunity to experience the joy of learning through the power of play to all children and families.

The Children's Museum of Southern Minnesota is an equal opportunity employer.

PLAY. IT'S WHAT WE DO.