



Guest Experience Guide

Children's Museum of Atlanta

Children's Museum of Atlanta is the only educational venue of its kind in Atlanta, presenting educational programs and exhibits designed for young children ages 0-8. Children's Museum of Atlanta vision and mission is to change the world by sparking every child's imagination, sense of discovery and learning through the power of play.

The Guest Experience Guide reports to the Guest Experience Assistant Manager. This is a part time position. The individual in this position must be available to work weekends, holidays and events at the Museum.

Primary Role:

To promote Museum mission and vision and ensure positive guest experiences in Exhibit Zones, Build-it Lab, Art Studio, Science Bar, and on Field Trips by performing and conducting guided activities in these areas based on Educational curriculum while providing excellent customer service.

Responsibilities and Duties:

- Facilitate engaging museum programming in all areas of the museum experience including Exhibit Zones, Build-it Lab, Art Studio, and Science Bar
- Lead Field Trip groups in guided experiences
- Promote inter-generational learning for both children and their caregivers through play-based activities
- Ensure museum programming is inclusive and accessible
- Support evaluation of museum programs and curriculum
- Provide superior customer service
- Maintain a safe environment
- Support maintenance and organization of Exhibit Floor and Education spaces
- Participate in collaboration, growth, and training
- Share Core Values and Customer Service Standards (SSEC)
- Follow all Staff Expectations and Policies & Procedures for role and department
- Other duties as assigned

Skills

- Comfortable working with and guiding children and their caretakers in an experiential learning environment
- Able to work in a multifaceted, team-oriented environment
- Strong teaching skills and basic understanding of childhood developmental levels
- Able to use cultural competence with experience serving diverse populations and communities
- Strong oral presentation skills and communication skills, both verbal and written
- Exceptional customer services skills and experience
- Adept at conflict resolution and problem solving
- Able to work in a flexible, fast-paced environment

- Exhibits patience, professional demeanor, even temper, and good manners in stressful and changing situations
- Sound time-management skills
- Belief in a Learn through Play philosophy

Position Requirements:

- Standing, walking up and down stairs, climbing a ladder and the ability to lift up to 40 pounds
- BA or equivalent classroom and/or teaching experience (eg. Camp Counselor)
- 2 or more years of face-to-face customer service experience
- Experience working with young children and families
- Experience working in a fast-paced environment

TO APPLY: Please email your resume and three professional references in Word documents or Adobe PDFs to jobs@childrensmuseumatlanta.org using the job title you are applying for as your Subject. All attachments must be submitted with your first initial and last name, for example J.Doe Cover Letter; J. Doe Resume; J. Doe References.

NO PHONE CALLS PLEASE