

Security Team Member

The Children's Museum of Atlanta

Department: Guest Experience

Reports to: Manager of Guest Experience

Position Status: Part Time/Non-Exempt/Hourly

Schedule: Varied; weekends required; holidays and events required

Job Purpose: To provide a safe environment for all guests and employees of The Children's Museum of Atlanta while delivering excellent customer service. To promote The Children's Museum of Atlanta's mission and to share our Core Values and Customer Service Standards.

Responsibilities and duties:

Provide a safe environment for museum employees and visitors

- Make sure guests have proper ticket, sticker, badge, or staff escort to pass through security
- Properly and effectively communicate museum policies to guests
- Monitor all guests, employees, and volunteers entering and exiting the building and/or mezzanine level
- Assist with separated children and caretakers
- Assist with First Aid
- Maintain high levels of alertness at all times
- Open and close building per schedule

Provide excellent customer service

- Greet all museum guests, employees, and volunteers in a cheerful and positive manner
- Provide proper and accurate information to guests upon request
- Resolve conflicts appropriately and efficiently

Assist in overall cleanliness of museum

- Communicate with staff regarding any cleanliness issues, repairs, and/or maintenance

Participate in collaboration, growth, and training

- Adhere to museum Core Values and Customer Service Standards
- Follow all museum policies and procedures, and staff expectations
- Attend staff meetings
- Other duties as assigned

Qualities needed to fulfill role:

- Excellent observation skills
- Thorough, pays attention to detail
- Team-player
- Strong multi-tasking skills
- Comfortable working with families and small children
- Adept with conflict resolution
- Exhibits patience, even temper, and good manners
- Demonstrates strong interpersonal skills, maturity, and good judgement
- Capable of communicating well with a diverse range of individuals

Position Requirements:

Experience

- Box-office, ticket-taking, or security work experience
- Extensive face-to-face customer service experience
- Experience working with small children (ages 1-12) and families
- Experience working in a fast-paced environment

Education

-High school diploma or equivalent

Qualifications

-CPR and First Aid trained (up-to-date certification a plus)

-Excellent customer service and communication skills, any awards or certificates

Physical

-Able to stand on feet all day

-Able to climb stairs

-Able to lift 40 lbs

-Able to climb ladder

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