

Toy Expert

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 create a magical and memorable experience in the Museum Store. To deliver outstanding customer service and provide a clean, safe, fun, and educational environment to all Museum guests. To promote The Children's Museum of Atlanta's mission and to share our Core Values and Customer Services Standards.

Responsibilities and duties:

Provide superior customer services

- Greet and engage with children and caretakers in an energetic and positive manner
- Encourage guests to play and explore in the Museum Store
- Conduct toy demonstrations regularly
- Maintain familiarity with store inventory and age-relevance in order to provide excellent recommendations
- Provide Farewell Services and concierge type services to guests
- Provide accurate information regarding museum programming, exhibits, and cost centers
- Assist with Membership and ticket sales

Provide a clean and safe environment

- Maintain cleanliness and organization in the Museum Store and Store Room
- Properly and helpfully communicate Museum policies to visitors
- Assist with separated children and caretakers and with basic First Aid needs
- Communicate with staff regarding any cleanliness issues, repairs, or maintenance

Participate in collaboration, growth, and training

- Assist with Inventory counts
- Assist with receiving, counting, organizing, and labelling merchandise
- Adhere to museum Core Values and Customer Service Standards
- Follow all museum policies and procedures, and staff expectations
- Attend staff meetings
- Facilitate PLAY by participating in activities and programs
- Other duties as assigned

Qualities needed to fulfill role:

Comfortable around children and their caretakers

Team-player

Thorough, pays attention to detail

Ability to view things through the eyes of a child

Willingness to be silly

Exhibits patience, even temper, and good manners

Understanding of children's developmental stages

Strong problem solving skills

Dependable math skills

Demonstrates strong interpersonal skills, maturity, and good judgement

Capable of communicating well with a diverse range of individuals

Sound time management skills

Position Requirements:**Experience**

- Extensive face-to-face customer service experience (minimum 2 years)
- Cash handling work (minimum 2 years)
- Experience working with small children (ages 1-12) and families
- Point of Sale (POS) system experience
- Microsoft Office

Education

- High school diploma or equivalent
- College coursework in hospitality or education preferred

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 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