

Party Host
Children's Museum of Atlanta

Department: Birthday Parties 38

Reports to: Assistant Director of Operations

Position Status: On-call / Non-exempt/ Hourly / Seasonal

Primary role: To promote The Children's Museum of Atlanta's mission, to share our Core Values and Customer Service Standards. To provide a quality party and museum experience that is fun, unique, and educational.

Responsibilities:

- Provide superior customer service
 - Greet party family and guests
 - Communicate with party families throughout the duration of party
 - Answer questions accurately and with enthusiasm
 - Resolve conflicts appropriately and efficiently
 - Provide accurate information regarding museum programming, exhibits, and parties
- Maintain party area
 - Set up and breakdown of party areas
 - Arrange all necessary party supplies and materials
 - Coordinate with guests and party family to maintain order and timeliness
 - Assist parents with food
- Lead Activities
 - Lead activity in party room during Ultimate Parties
 - Entertain party children with an interactive demonstration within the arts or science
- Participate in collaboration, growth, and training
 - Adhere to museum Core Values and Customer Service Standards
 - Follow all museum policies and procedures, and staff expectations
 - Other duties as assigned

Skills:

- Comfortable around children and their caretakers
- Team-player
- Ability to view things through the eyes of a child
- Willingness to be silly
- Adept at conflict resolution
- Strong communication skills
- Strong problem solving skills

- Demonstrates strong interpersonal skills, maturity, and good judgement
- Capable of communicating well with a diverse range of individuals
- Exhibits patience, even temper, and good manners
- Sound time management skills
- Understanding of children's developmental stages
- Thorough, pays attention to detail
- Excellent customer service and communication skills, awards and/or certification preferred
- CPR and First Aid trained, certification preferred
- Capable of standing on feet for extended periods of time, lift 40 pounds

Requirements:

Experience

- Minimum 2 years 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
- College coursework in hospitality or education preferred