

Bayou Country Children's Museum

Part Time Paid & Volunteer Personnel – Playologist

Overview: Are you looking for a fun, yet challenging job? Do you desire a job that is always different? Are you good with kids? If you answered yes to all, then consider becoming a Playologist for the Bayou Country Children's Museum.

Job Description: This position will be trained in four areas: front desk, gift shop, party host and floor staff. Duties include, but are not limited to: greeting and processing guests (both paying visitors and members), engaging with children in the museum, museum exhibit maintenance and cleaning, computer entry, sales, receiving and displaying merchandise; preparing for, facilitating and cleaning up after birthday parties; and this position is responsible for providing friendly, courteous and energetic service to all visitors of the museum.

Primary Responsibilities:

- Help children and adults fully discover and enjoy the Museum's exhibits and events and promote Cajun history and culture.
- Engage with children and guests to make them feel comfortable and welcomed during their visit.
- Welcome visitors to the museum, including paying guests, members, birthday party goers, etc.
- Keep visitors well informed about the Museum programs.
- Answer visitor questions and concerns and assist visitors in exhibits and programs as needed.
- Secure the Museum's building and grounds daily.
- Stock, straighten, and maintain gift shop sales areas.
- Ensure the cleanliness of the Museum's public areas.
- Assist customers in purchasing items.
- Operate point of sale system to check out customers.
- Wrap gifts when needed.
- Maintain a clean Museum.
- Perform other duties as assigned.

Service Excellence:

- Provides prompt, courteous service to all customers. Prioritizes and addresses customer needs and demands in a professional manner, providing follow-up and developing cooperative relationships.
- Identifies opportunities and recommends methods to improve customer service, work processes and financial performance.
- Assists team members in completion of tasks and assignments to ensure continuity of service. Orient new co-workers and actively support team development.

Qualifications:**Educational and/or Professional Qualifications:**

1. Responsible team player with strong interpersonal skills.
2. Work well under pressure and with large crowds.
3. Able to calmly and courteously assist visitors in emergency situations in accordance with Museum policies.
4. Accurate cash register and cash handling skills.
5. Physical Activity: sitting and standing, walking, lifting, carrying, pushing, pulling, bending, kneeling, reaching, etc.

Must have a professional, friendly, patient, and enthusiastic manner and exhibit the following behaviors: excellence, collaboration, innovation, respect, commitment to the Museum's mission and goals, accountability, and ownership. He/she must be an ambassador to the community for the museum at all times.

Before starting at BCCM, all prospective employees must pass a background check, drug screen and be fingerprinted. Random drug screenings are also the policy of the Museum.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.