



VISITOR EXPERIENCE ASSOCIATE

Curious City Pop-up Museum, Peabody MA

Reports to: Visitor Experience Manager

Temporary Part Time (15 hours)/FLSA Status: Non-Exempt

Rate: \$12/hour

About CuriousCity:

The Peabody Cultural Collaborative (PCC) and the City of Peabody are embarking on an exciting new project: CuriousCity, a pop-up children's museum in downtown Peabody. This temporary play-based children's museum will run for three months beginning March 31st at the George Peabody House and Leatherworkers Museum. CuriousCity will serve children ages 2-10 and their caregivers in Essex County. Exhibit topics include geography, farm to lunch box, sensory play, stories of the world, mindfulness, banking and philanthropy, and an open-ended creation/building space. All exhibits will be hands-on and play-based and include components that focus on STEAM education, literacy and adult/child interaction.

Position Summary:

The Visitor Experience Associate (VEA) will provide outstanding customer service, maintain exhibit spaces according to our safety, security and cleanliness procedures; support museum activities, programs and events; and demonstrate value for inclusion and access for all visitors. The ultimate goal of CuriousCity is to demonstrate that a permanent children's museum can be a successful venture in Peabody so that the children of Essex County will have permanent access to a play-based space devoted to learning and promoting the healthy development of children and families in our community. Therefore, data collection will be a key function of this position.

Essential Functions:

- Greet visitors with with general information regarding museum exhibits, programs, and services.
- Promote the Power of Play by engaging with children and families to maximize learning and enjoyment in the museum, ensuring that they are using materials safely and in the intended manner.
- Support educators during scheduled programs and events.
- Assist with crowd control during busy operational hours,
- Maintain and verify the cleanliness and readiness of all exhibit spaces, the lobby, and admissions desk areas daily.
- Maintain the loose parts inventory and ensure that exhibits are properly stocked on a daily basis.
- Participate in regularly scheduled staff trainings.
- Perform Admission or Exhibit duties as assigned, ensuring all VEA checklist items are completed.
- Attend morning and end-of-day staff meetings.
- Adhere to Museum policies and procedures.
- Accurately process cash, credit, pass and discount transactions.
- Adhere to internal controls according to admissions policies and procedures.
- Reconcile assigned cash drawer at the beginning and end of each shift.
- Accurately capture demographic info and visitor data.
- Data entry tasks as required.
- Perform other duties as assigned.

Essential Knowledge, Skills, & Experience:

- High school diploma or equivalent work experience in a non-profit management, education, or retail environment required. Previous museum experience a plus.
- Experience handling cash, credit or check transactions with customers
- Previous experience with young children (ages 0-10) and their families in recreational settings.
- Ability to work with a diverse group of staff and visitors.
- Excellent communication skills and ability to interact positively with children, adults, and large groups.
- Experience working in a fast-paced, high-volume environment.
- FLuency in a second language preferred.
- CORI background check required.

Working Environment and Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office Environment:
 - Standing or sitting for long periods of time
 - Interaction with the public, including children
 - Reaching, bending, lifting, and pushing up to 50 lbs.
 - Must be available to work weekends and holidays.

Disclaimer:

The above statements are intended to describe the general nature and complexity of the work being performed by personnel assigned to this classification and do not represent an exhaustive list of all tasks, duties, and responsibilities required of personnel assigned to this position.

Please send cover letter and resume to Melissa Robinson at mrobinson@noblenet.org no later than March 9, 2019.