

# PLEASE TOUCH MUSEUM®

Position Description

## ON-CALL EXPERIENCE HOST \*\*

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**Reports To:** Manager, Gallery

**Department:** Visitor Services

**Division:** Operations

**FLSA Status:** Hourly/Non-Exempt

**Hours / Week:** On-call status includes mandatory  
Saturday, Sunday and holidays

### **Position Summary:**

With the completion of Please Touch Museum's expansion and relocation to Memorial Hall, in Fairmount Park, management seeks On-Call Experience Hosts to assist with the expanding audience and increased need for superior customer service resulting from this transformation.

On-Call Experience Hosts are responsible for providing efficient, quality service to both internal and external customers and facilitating interactive experiences designed for young children. Additionally, On-Call Experience Hosts will work closely with the Education Coordinators to ensure effective delivery of Museum and exhibit educational content.

### **Essential Functions:**

- Deliver proactive visitor service in a professional and welcoming manner;
- Attend daily meeting to learn about birthday and group arrivals, theater show times, activity times and locations, and special events planned for the day;
- Monitor the orderly operation of the Museum;
- Maintain visitor crowd control;
- Implement educational programming for Museum visitors that creates linkages to the month's theme, Museum exhibits, and collection objects;
- Facilitate visitors' experience in the exhibits;
- Act as a role model for adult visitors to encourage open-ended, child-directed play with children;
- Ensure that the Museum rules, safety standards and sanitation requirements are followed;
- Understanding of the layout of the Museum to provide directions for visitors;
- Constantly improve knowledge of Museum exhibits and programs and keep up to date with improvements or changes;
- Knowledge of emergency action plans;
- Assist in training of new staff; and
- Perform other duties as assigned.

### **Minimum Qualifications:**

- Minimum of one year experience in customer service function.
- Must be available to work both weekend days.
- Excellent interpersonal and communication skills with public and coworkers.
- Bilingual skills preferred.
- Must be flexible with work schedules.
- Demonstrated experience working with children age 1-7 preferred.
- Proven ability to work independently.
- Must have a proven record of being able to explain and enforce operating policies and procedures.
- Requires considerable movement around the museum to monitor activities.

### **Application Process:**

To apply for this position, please send a cover letter, resume and salary requirements to [employment@pleasetouchmuseum.org](mailto:employment@pleasetouchmuseum.org) or via Fax 215.581.3182

EOE

\*\* General Essential Functions and Qualifications are noted on attached sheet.

# PLEASE TOUCH MUSEUM®

Universal Position Description

## INDIVIDUAL CONTRIBUTOR (No direct reports)

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### **Mission:**

**Enriching The Lives of Children by Creating Learning Opportunities Through Play.**

### **Essential Functions for Individual Contributor:**

- To support the Museum's mission, vision and values by exhibiting the following behaviors: excellence, collaboration, innovation, respect, commitment, accountability and ownership;
- Assist the manager in administration and implementation of all museum policies, procedures and standards;
- Maintain high degree of motivation to provide highest level of customer satisfaction;
- Manage in a fair and equitable manner by adhering to Museum's policy and procedures;
- Use independent judgment to determine project guidelines, purpose, follow-through and completion.
- Complete assignments in a timely manner and within Museum's standards;
- Consistently work in a positive and cooperative manner with internal and external customers;
- Implement improved processes to generate best possible workflow;
- Ensure performance targets are met;
- Responsible for directing and coordinating work assignments;
- Provide periodic reports; and
- Participate in continuing educational opportunities for personal growth and development.

### **Minimum Qualifications Individual Contributor:**

- Proven ability to work independently;
- Must have the ability to participate effectively in teams;
- Excellent computer skills including email communication tools;
- Must have proven ability to prioritize and plan work activities and use time efficiently;
- Must demonstrate the ability to adapt to changes in the work environment, manage competing demands and be able to deal with frequent changes, delays or unexpected events;
- Excellent verbal and written communication skills required; and
- Team player, flexible, innovative, good sense of humor, interest in children and children's museums.