

PLEASE TOUCH MUSEUM®
Position Description

PORTER **

Reports To: Manager, Operations

Department: Operations

Direct Reports: None

Division: Custodial

FLSA Status: Hourly Non-Exempt

Grade: 2

Expansion / Grant: No

Effective Date:

Status: Part-time

Hours / Week: 24

Position Summary:

Please Touch Museum seeks Porters to assist with the expanded audience and increased need for superior customer service.

Responsible for providing efficient, quality service to both internal and external customers. Monitor and ensure the clean appearance of galleries and maintain an environment at a level that promotes high visitor satisfaction.

Essential Functions:

- Assist visitors to the museum, provide information and monitor the orderly operation of the museum.
- Sweep gallery areas during shift using broom and dust pan.
- Monitor waste level of in-gallery receptacles and dispose of waste, as required.
- Perform cleaning tasks in accordance with opening and closing checklists. Clean seating areas, water fountains, glass surfaces, waste receptacles, and other areas, as required
- Use only approved chemicals and cleaning materials. Provide for safe and secure storage of chemicals and cleaning materials.
- Ensure that the museum rules, safety standards and sanitation requirements are followed.
- Ensure an understanding of emergency action plans.
- Assist in training of new staff.
- Perform other duties as assigned.

Minimum Qualifications:

- Minimum of one year experience in customer service function.
- Experience with cleaning preferred.
- Excellent interpersonal and communication skills with public and coworkers.
- Bilingual skills preferred.
- Must be flexible with work schedule including weekends, holidays and evenings.
- 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 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)

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.