



Job Description

Floor & Exhibit Staff

This position reports to the Director of Operations and the Executive Director. Floor and Exhibit Staff are responsible for the appearance and condition of the exhibits, maintaining order, supporting guests in their activities and answering questions about memberships, special events, the toy store, etc. Customer relations are of the utmost importance and skill working with a wide variety of people is required. Training and experience in Early Childhood is beneficial.

1. Maintaining the Environment

- Keeps exhibits stocked, clean and organized
- Helps guests use materials in creative, safe manner
- Organizes exhibits regularly (not just an hourly check)
- Art Studio:
 - i. Assists guests with project
 - ii. Provides support information-use of hair dryer, where to put paintings to dry, help with projects, etc.
 - iii. Keeps materials for projects orderly and restocks as necessary
 - iv. Puts materials not currently being used for projects in appropriate storage (knows where supplies go and what is available)
 - v. Makes note on Supply Order Form of supplies needed or running low
 - vi. Takes initiative to remove activities and set out more appropriate activities based on very busy days, ages present, etc.
- Conducts hourly restroom checks:
 - i. Cleans & sanitizes
 - ii. Replaces towels, toilet tissues, wipes, etc.
- Prepares and cleans Party Rooms before and after events-the classroom and the Party Room should look "Ready to Go" always.

2. Customer Interactions

- Is familiar with Museum exhibits and able to assist guests with activities and expand their involvement.
- Can explain memberships, party options, field trips, special events to Museum guests clearly.
- Provides a **high** level of customer service at all times.

3. Operations:

- Assumes responsibility for integrating exhibits
- Reports damaged materials or exhibits to the front desk
- Notifies Front Desk of safety or supply issues
- Removes safety hazards from the exhibit

- Works with and provides guidance to volunteers and new staff

4. Effective Communication

- With Staff
- With Guests

5. Physical Requirements:

- Staff must be able to:
 - a) Lift 50 lbs.
 - b) Climb into the boat without difficulty
 - c) Reach, stretch, bend down and squat to access materials and work with children.