

## FLOOR STAFF/DISCOVERY GUIDE

**TITLE:** Floor Staff/Discovery Guide (Part-Time or Full-Time positions available) Hourly position, \$15.50/hour

**Location:** Merced, CA **Reports To:** Executive Director/Operations Manager

## COMPANY HISTORY & VALUES

**Our Mission:** *Kids Discovery Station (KiDS)* engages children and families in joyful play and discovery that foster appreciation of our world and its diversity, promote love of learning and spark their imaginations. *Kids Discovery Station* strives to create a unique environment in Merced County in which young children of all abilities, and experience can feel free to imagine, discover and play. *Kids Discovery Station* provides a professional work environment that is challenging, rewarding, creative, and respectful of ideas and individuals. We value family and community. Excellent customer service is of utmost important to KiDS to ensure we respect all families, children, vendors, and community members.

## JOB SUMMARY

The Floor Staff/Discovery Guide of Kids Discovery Station (KiDS) will provide support on the museum floor and during special events as well as develop and lead educational activities. Key competencies of this role are providing excellent customer service to all guests, families, children, vendors, and community members, working with children and families during enrichment activities and ensuring that KiDS remains a welcoming, inclusive, and engaging space. A successful candidate is expected to have great interpersonal skills to interact with children and adults, to be able to balance group and individual responsibilities, to adapt to changing experiences and schedules, and to possess excellent organizational skills. We expect team members to have the utmost respect for the visitors of KiDS, therefore, confidentiality and integrity are key values of this role.

## COMPETENCIES

Time management, organization, collaboration, excellent oral and written skills, customer service skills

## KEY RESPONSIBILITIES

- Ensure all programs and activities are consistent with the educational philosophy and mission of the museum
- Ensure the safety and well-being of museum guests
- Provide excellent customer service and ensuring all guests have a fun, unique and memorable visit
- Implement age-appropriate exhibit curriculum and activities in assigned exhibit area
- Work together as a team to ensure that museum areas and party spaces are clean, disinfected and reset as needed and are inviting to guests
- Exercise effective communication skills while working with staff, volunteer, and community members
- Administer admissions, reception and merchandising functions

## EXPERIENCES & QUALIFICATIONS

- Excellent verbal and written communication skills and experience in customer service
- High school diploma or GED
- Must be at least 18 years of age
- Must be a team player that is willing to serve our community
- Ability to organize a daily workload by priorities
- Must be able to lift 20 lbs.
- Preferred 1-year related experience working with young children and families
- Pursuit of higher education in Education, Early Childhood Education or Child Development is strongly preferred

## CONTACT

Email a cover letter and resume to [jobs@kidsdiscoverystation.org](mailto:jobs@kidsdiscoverystation.org) if you are interested in this role.