

Visitor Services Lead

Position: Part-Time / \$18-\$19 per hour (DOE)

Kids Discovery Museum is looking for qualified candidates to support our front of house staff and the visitor experience. The Visitor Services Lead supports our mission as our first point of contact to museum visitors and program attendees onsite at our museum facility.

Essential Functions

- Oversee the operation of the front-of-house admission area, which includes daily ticket sales; membership sales; guest check-in; and ongoing customer service.
- Manage the museum while open and act as the first point of contact to museum visitors.
- Supervise volunteer docents and visitor services assistants to ensure exhibits and programs are adequately staffed and supported during visitor hours.
- Facilitate pop-up programming throughout the museum.
- Utilize various software and online products leveraged to manage members, process sales, and create an enriching museum experience.
- Inspect and monitor (“walk the floor”) of the museum’s facility and exhibits to ensure the facility is in good condition and visitors are properly serviced.
- Assist the Visitor Services Director in creating and updating documentation necessary to communicate exhibit and museum-wide repairs to maintenance personnel.
- Represent the Museum at relevant outreach events.
- Other duties as assigned.

Requirements and Qualifications

- Experience in a museum environment or similar customer-focused setting is required.
- Experience handling money and working in a public-facing position required.
- Experience supervising staff and fostering accountability is strongly desired.
- Experience with point of sale or database software preferred.
- Willingness and ability to learn new software and technologies quickly.
- Demonstrated ability to take initiative and handle multiple tasks.
- Excellent communication and customer service skills as a commitment to the museum's educational mission.
- A successful candidate must love working with families and be outgoing, self-motivated, and detail-oriented.
- At least one year of professional customer service background is desired.
- High school diploma or GED required, A.A. or higher preferred.
- Must be 21+.

ADDRESS

301 Ravine Lane NE
Bainbridge Island, WA 98110

CONTACT

206-855-4650
learnmore@kidimu.org



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Position: Part-Time, 15-20 hours per week, \$18-\$19 per hour (DOE)

Schedule

- 15-20 hours per week, some weekends required.

How to Apply

- Visit www.kidimu.org/employment and fill out an application. We appreciate all submissions, but due to high volume, only those applicants selected for an interview will be contacted. Applications will be reviewed until the position is filled. No phone calls, please.
- Kids Discovery Museum is an equal opportunity employer. KiDiMu does not discriminate in employment based on race, gender, religion, age, physical or mental disability, marital status, national origin, Veteran status, sexual orientation or any other basis prohibited by applicable federal, state or local laws.

About KiDiMu

Kids Discovery Museum (KiDiMu) is an award-winning, nonprofit hands-on museum on Bainbridge Island, with a mission to spark children's curiosity through play and experiential learning. The Museum serves families with young children, birth - 8 years of age, and provides a destination for visitors to explore art, science, and culture through interactive exhibits, daily art projects, cultural and scientific programming. KiDiMu also hosts birthday parties, events and field trips. Learn more at: www.kidimu.org

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