



Are you outgoing, guest service oriented and do you love to SMILE? If you answered yes to these questions, it is time for you to come work with Pretend City Children's Museum.

Pretend City is recruiting for a Guest Services Assistant Manager to support the full range of guest service activities including front end operations, exhibits, safety, cleanliness and props management.

PLAY BUILDS BETTER BRAINS

Pretend City Children's Museum features a small, interconnected city designed to "build better brains" through purposeful play, hands-on learning experiences, role playing, and educational programming. Through interactive exhibits and activities guided by a highly trained professional staff, children learn foundational math, reading and science skills, while fostering curiosity, creativity, critical thinking, problem solving, organization, teamwork, self-confidence and socialization. The museum is a community resource offering developmental screenings and tools for families, educators and community agencies working to ensure that each child gains the experiences needed to discover their potential and build toward a productive and fulfilling future

ESSENTIALS FOR LIFE OF PLAY

- Available weekends
- Passionate about customer experiences with the ability to drive people and process to optimize the Customer experience
- Minimum two years' experience in customer service;
- Bachelor's Degree and/or Equivalent Experience;
- Demonstrated success in identifying, developing and implementing customer service improvements;
- Proven track record of building rapport and relationships at all levels;
- High level of organizational skills and a great attention to detail;
- Excellent verbal and written communication skills;
- Ability to maintain adherence to organizational and departmental policies and procedures

LIFE ON THE 'PLAY'STAGE

- Ensures quality of day to day guest experience;
- Oversees outcome evaluation procedures' compliance;
- Manages supply inventory and database tracking system;
- Manages general 'floor' operations;
- Assists Educational Operations Manager in Stage Staff recruitment, training, and performance evaluations;
- In coordination of Educational Operations Manager, drives engagement of Stage Staff team by managing day-to-day performance, providing development and coaching;
- Oversees Community Partner programming logistics;
- Manages Museum's Green Initiative

Job Type: Full-time

Salary: \$14.00 to \$15.50 /hour