



Job Description Form

A current and accurate Job Description is required for each employee, and must be on file in Human Resources

SECTION I – GENERAL DESCRIPTION

Date: March 2016	Incumbent:	Department: Education
FLSA Classification: Part-time, Non-exempt	Name/Working Title: Pretendgineer I and II	Direct Supervisor's Name and Title: Amy Vu, Education Manager

Purpose and Goal of the Position:

Under the general supervision of the Education Manager, the role of the Pretendgineer is to provide a variety of activities to our guests. In addition, this position will be responsible for offering Pretend City Children's Museum guests with rich and memorable learning experiences.

Essential Functions and Responsibilities:

Pretendgineer I

- Ensure that all educational and child development programs and activities occurring in the exhibits are consistent with the educational philosophy and mission of the museum
- Evaluate the need of each exhibit in regard to supplies restocking and ordering
- Greet museum guests and ensure smooth exhibit floor operations
- Ensure the safety and well-being of museum guests
- Inform guests of the museum layout, events, activities, exhibits and educational and child development materials available
- Provide excellent customer service by greeting museum guests, answering questions and resolving problems (referring tougher problems to the supervisor as necessary), transitioning guest through exhibits by highlighting interconnectivity of the museum community, keeping in mind a smooth flow of traffic and a safe space for play ensuring all guests have a fun, unique and memorable visit
- Provide excellent educationally based customer service by engaging guests, facilitating education through play, modeling developmentally appropriate play, and providing grown-ups educational and child development feedback
- Guide and transition guest through exhibits, keeping in mind a smooth flow of traffic and a safe space for play
- Learn and understand the educational value of the exhibits and how the play in each of the exhibits assist in the development of the child
- Implement age appropriate exhibit curriculum and activities (i.e. Way to Play Adventure Guide, exhibit binders, Good to Go activity sheets, Program Curriculum Outlines, programming, etc.) in the assigned exhibit area
- Model for adults developmentally appropriate practices for teaching and learning with young children
- Support and encourage grown-up guests to engage in developmentally appropriate play WITH their children by offering suggestions
- Work together as a team to ensure that museum exhibits, restrooms, floors and all public areas are clean, disinfected as needed and presentable to guests at all times
- Assist in set-up and tear down for workshops, special programs, facility rentals and traveling exhibits
- Ensure all tables, exhibit costumes and props are reset in their proper place each morning, evening and throughout the day as needed
- Carry out emergency procedures and protocol for incidents when necessary
- Exercise effective communication skills (both verbal and written) while working with staff, volunteer, and community members
- Promote ALL museum offerings including membership sales and return visits with guests while on the museum floor
- Support the functions of all departments on an *as needed* basis
- Facilitate assessment tools for outcomes and measurements of museum programs and exhibits
- Other duties as assigned

Essential Qualifications:

- Experience working with the general public
- Demonstration of excellent customer service skills
- Ability to be on your feet most of the day and participate in play with families
- Ability to work a flexible schedule, including some weeknights and weekends
- Ability to establish and maintain effective working relationships with co-workers, volunteers, interns, Community groups, the general public and other related agencies
- High School or College level classes in Early Childhood Education or Museum Services & Operations preferable
- Experience working with young children and families, non-profit, or museum experience preferred
- Experience in the Visual & Performance Arts a plus
- Working knowledge of English grammar, spelling and punctuation
- Ability to use standard office equipment
- Ability to coordinate multiple tasks and priorities
- Ability to identify and solve standard problems and refer more complex problems to supervisory staff
- Ability to perform basic math functions
- Ability to communicate in the written and spoken word with tact, diplomacy, and/or authority when necessary
- Must maintain a pleasant attitude as well as have a neat and clean image befitting the positive public image portrayed at Pretend City Children's Museum
- Be open to learning and adapt to changes as they arise within the museum
- Appreciation for hands-on learning, developmentally appropriate practices and imaginative play to support whole family learning
- Fluency in a language other than English is a plus
- Actively pursuing a AA or higher degree in education or child development preferable but not required to apply

License/Certification:

Valid California Driver License, reliable automobile and automobile liability insurance.

Supervisor/Other Work Relationships:

Direct Supervisor:

- Close liaison with Director of Education, Education Manager, Education Coordination, Brain Builder

Staff Supervision:

- N/A

Other Contacts:

- Within the organization:
 - Liaison other Directors and other staff
 - Liaison with front desk/guest services
- Outside the organization
 - Museum Guests
 - Community Partners

SECTION II - PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

Check the appropriate box for each of the following items which most accurately describe the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL/ENVIRONMENTAL EFFORT

	N/A	Intermittent	Continuous
1. Sitting		X	
2. Standing			X
3. Walking			X
4. Crawling		X	
5. Crouching		X	
6. Climbing	X		
7. Reaching overhead		X	
8. Pushing or pulling		X	
9. Outdoor		X	
10. Indoor			X
11. Driving cars or other transportation		X	

12. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25lbs
 - C. 26 to 50 lbs
 - D. 51 to 75lbs
 - E. over 76lbs
13. Repetitive use of hands/arms
14. Repetitive use of legs
15. Eye/hand coordination
16. Walk on uneven ground
17. Change in temperature

	N/A	Intermittent	Continuous
		X	
		X	
		X	
		X	
	X		
	X		
			X
			X
			X
		X	
		X	

SECTION III – SIGNATURES

The preceding functions have been provided as examples of the types of work performed by employees assigned to this job classification. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

My signature denotes that I understand and accept the duties, responsibilities, and functions assigned as outlined in the job description provided to me.

Print Employee's Name: _____

Signature of Employee: _____

Date: _____

Supervisor's Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

Departmental Head's Signature: _____

Date: _____

Executive Director's Signature: _____

Date: _____

PRETENDGINEER II - ADDENDUM

In addition to fulfillment of the responsibilities identified within the Pretendgineer I position, the Pretendgineer II must fulfill the essential functions and responsibilities for their identified specialty as outlined below.

Membership Liaison

- Serve as a point of contact for members and facilitate all communication with regard to the membership program
- Collaborate with and give direction to the front desk and stage staff to ensure smooth flow of information to members
- Build relationship with new and current members through various strategies
- Provide occasional assistance with the coordination of recruitment and retention process for the membership program
- Plan, coordinate, and execute daily members only morning activities to align with the educational and organizational goals
- Provide minimal assistance with the development and implementation of Member's Only Events
- Facilitate members only assessment tools for outcomes and measurements of museum programs and exhibits
- Other duties as assigned

Lead Field Trip Educator

- Ensure that all field trip materials are readily and accurately available for museum stage staff facilitating the field trip
- Set-up community rooms and other applicable locations for field trips as applicable
- Serve as the liaison between the Education Coordinator and field trip staff to ensure all information is accurately relayed and readily available for field trip staff
- Serve as the point of contact for any challenging field trip guest questions which require additional assistance
- Responsible for overseeing and coordinating assessment tools for outcomes and measurements of field trip programs
- Provide assistance in ensuring that all field trip materials are prepared and ready to be taken with the schools upon their departure
- Ensure all museum floor related field trip closing procedures have been completed
- Observe and provide feedback to field trip staff to ensure that curriculum was followed appropriately, field trip was facilitated in an organized manner, and staff worked together in an efficient and effective way

Lead Curriculum Educator

- Work with education department museum stage staff to develop innovative, theme-based curriculum and conduct or implement facilitated activity programming and experiences for guests
- Ensure that curriculum is developed to and facilitated in a manner that aligns with the goals of the education department and museums mission
- Review and work with education department museum stage staff to ensure that all curriculum planed is aligned with the goals of the education department and museums mission
- Responsible for communicating deadlines of curriculum to staff and ensuring that deadlines are met
- Observe and provide feedback to Education Department museum stage staff on their facilitation of activities within their exhibits or specially facilitated
- Order supplies and maintains stock for facilitated activities based off of the curriculum plans each month
- Work closely with the Education Specialist and Manager to ensure that goals, objectives, and programs each month are understood and accurately represented during facilitated activities
- Other duties as assigned

Lead Studio Artist

- Ensure smooth running of the Art Studio exhibit
- Responsible for orderliness, availability of art studio supplies, and maintenance of the art studio
- Orders supplies and maintains stock for art studio
- Develops and leads daily art studio projects
- Engages guests in the daily art studio projects ensuring that the knowledge behind and purpose of the project is

relayed to guests

- Facilitate specialized art classes for children as requested by Education Department supervisors
- Develop art activities for art related outreaches

Essential Qualifications:

In addition to Pretendgineer I qualifications, Pretendgineer II requires:

- Minimum 1 year of employment as a Pretend City Pretendgineer
- Dynamic facilitator – ideal candidate must be knowledgeable in the education field with the ability to present curriculum effectively
- Enthusiasm and motivation to learn and master new techniques and skills on an ongoing basis
- Excellent communication skills--can effectively communicate to visitors the educational content and value of museum exhibits and programs. Bilingual skills a plus.
- Ability to give direction and feedback to staff in an effective and respectful manner to ensure understanding and maintain high staff morale
- Ability to work independently without constant supervision
- Ability to maintain deadlines
- Ability to adapt quickly and efficiently to changes
- Ability to lead art activities to guests based off of developmentally appropriate and educational practices
- Strong organizational skills

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