



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: Revised October 2024	Incumbent:	Department: Operations
FLSA Classification: Part-time and Full-time, Non-exempt	Name/Working Title: Brain Builder	Direct Supervisor's Name and Title: Jason Aflague, Museum Floor Manager

Purpose and Goal of the Position:

Under the general supervision of the Museum Floor Manager, the role of the Brain Builder will act as an exemplary lead to providing our guests with playful and memorable learning experiences, while overseeing the overall operations of the learning spaces. The Brain Builder will serve as a leader to the museum staff and ensure the quality execution of all daily programming,

Essential Functions and Responsibilities:

- Develop an understanding of the Museum's learning spaces, their educational intent and how the play in each space assists in the development of the child
- Engage with children in developmentally appropriate ways in order to deliver high quality educational experiences
- Welcome guests - offering support and guidance throughout the Museum
- Ensure the safety and well-being of museum guests, staff members, and volunteers
- Ensure all educational programs and activities are consistent with the educational philosophy and mission of the Museum
- Support and encourage grown-up guests to engage in play WITH their children
- Provide excellent customer service by answering questions and resolving problems (referring difficult problems to the supervisor as necessary) and ensure all guests have a fun, unique, and memorable visit
- Develop and implement age-appropriate activities in assigned learning spaces
- Evaluate and respond to the needs of each learning space regarding prop condition, restocking, and communicating purchase needs via the supply order list
- Transition guests through learning spaces by highlighting interconnectivity of the museum community, keeping in mind a smooth flow of traffic and a safe space for all guests.
- Work together as a team to support all Museum needs, delegating and communicating to the appropriate staff when needed
- Follow opening, operating, and closing processes to ensure the museum is clean, welcoming, and well-organized for guests and staff
- Exercise effective, collaborative communication skills while working with staff, volunteers, and community members
- Lead field trips and programming activities, scheduled or impromptu, and providing additional support as needed
- Attend and participate in all mandatory, monthly staff meetings and trainings as scheduled
- Strictly follow all Pretend City's policies and procedures, including, but not limited to the policies described in the Employee Handbook, or any other rule or regulations as may be communicated to employees from time to time
- Attend to all email and schedule updates via Microsoft Outlook and iSolved in a timely manner
- Manage smooth stage operations by ensuring that all exhibits are properly staffed, all stage staff have received their appropriate allotted breaks, and that all stage staff are following all policies and procedures
- Serve as a shift lead for all stage staff, volunteers, and interns by modeling and enforcing best practices through exceptional delivery of services and direction
- Effectively communicate incidences that relate to operations or staff performance to the Museum Floor Manager
- Use technology and other assessment tools to effectively collect data on the guest experience
- Carry out emergency procedures for incidents when necessary, and ensure guest/staff incident reports are recorded appropriately
- Support functions for other departments on an as needed basis
- Other duties as assigned

Essential Qualifications:

- Ability to be a dynamic, outgoing leader
- Ability to communicate with visitors in a friendly and helpful way to ensure a positive guest experience
- Ability to delegate effectively

- Minimum two years' experience working with young children and families, museum or school camp experience preferred
- Experience supervising or mentoring a team of people is preferred
- Experience in the Visual & Performance Arts is a plus
- Experience working with the public and practices excellent customer service skills
- Demonstrate excellent organization, planning, and communication skills with a proven ability to work effectively with others
- Ability to use standard office equipment
- Ability to identify and solve standard problems and refer more complex problems to supervisory staff
- Ability to establish and maintain effective working relationships with co-workers, volunteers, interns, community groups, the public and other related agencies
- 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
- Ability to be on your feet most of the day and participate in play with families
- Ability to be open to learning and adapt to changes as they arise within the museum
- Fluency in a language other than English is a plus
- A degree in Early Childhood Education or Museum Services and Operations preferred
- Actively pursuing an AA or higher degree in education or child development preferred
- Knowledge of hands-on learning, developmentally appropriate practices and imaginative play to support whole family learning

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 daily.

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	

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