



Children's Museum of Manhattan

CMOM Job Description

POSITION: Guest Services Associate
CLASSIFICATION: Part Time
REPORTS TO: Director of Guest Services
LOCATION: 212 West 83rd Street, New York, NY 10024
WEBSITE: www.CMOM.org

ABOUT THE CHILDREN'S MUSEUM

The Children's Museum of Manhattan is dedicated to inspiring children and families to learn about themselves and our culturally diverse world through a unique environment of interactive exhibitions and programs. These experiences include classes, workshops, performances, and festivals. Our programs support children as they grow and develop socially, emotionally, physically, and academically. We also strive to support caregivers in fostering that growth and development at home and at school. The Museum's special areas of focus include early childhood education, creativity, health, and world cultures.

ABOUT THE POSITION

The Guest Services Associate (GSA) facilitates positive guest experiences by providing exceptional customer service in front-facing roles at the museum such as Admissions, Visitor's Services Desk, Coat Check and the Museum Store.

RESPONSIBILITIES

- Maintain the ability to communicate effectively and professionally with colleagues, management, and guests in a positive and welcoming manner.
- Provide extraordinary customer service and perform transactions for shifts in the CMOM store and the admissions desk.
- Effectively communicate CMOM's policies to guests in a courteous manner and remain knowledgeable of programs and activities to proactively inform guests.
- Always maintain a tidy work area, disinfecting the area throughout the day.
- Answer phones and direct calls as needed.
- Other tasks as assigned by supervisor.

QUALIFICATIONS

- GSA's are punctual, dependable and have a positive can-do attitude.
- High school diploma or equivalent required.
- Ability to maintain a welcoming environment for all guests.
- Excellent communication skills and maintain a professional demeanor, at all times.
- Cashier experience a must.
- Standing required for a majority of the shift, as well as lifting items such as strollers and boxes under 50 lbs.
- CMOM requires staff to be vaccinated as part of the Key to NYC mandate.
- Weekend availability required.

COMPENSATION \$17.00/hour

TO APPLY: Send cover letter and resume to hr@cmom.org. Please include "Guest Services Associate" in the subject line. The Children's Museum of Manhattan is an Equal Opportunity Employer. Background checks will be completed on all employees.