



Children's Museum of Manhattan

CMOM Job Description

POSITION: Guest Services Associate
CLASSIFICATION: Part Time
REPORTS TO: Visitor Experience Manager
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 a steward of early childhood, helping all children grow and develop into their best selves. Through our programs on-site, online, and around the five boroughs, CMOM nurtures the next generation of creative global citizens as they learn through exploration and play. CMOM encourages empathy across differences by elevating and providing insight into diverse perspectives and inviting visitors of all backgrounds to join our intentionally welcoming community and create and learn alongside each other. The museum's program reflects the rich cultural diversity, energy, and resilience of New York City itself and has a special focus on ensuring that its program is available to those families who might not otherwise have access.

Founded in 1973 as a neighborhood organization, CMOM has grown over the years into a beloved destination and resource for children, families, and educators from across the five boroughs and from around the world. The museum welcomes 350,000 visitors each year to its Upper West Side location and engages hundreds of thousands more through its outreach programs in partnership with schools, libraries, shelters, and Head Start centers throughout New York City; its touring exhibitions; and its online tools and curricula.

ABOUT THE POSITION

The Guest Services Associate warmly welcomes our guests by providing exceptional customer service in front-facing roles at the museum such as Admissions, Visitor's Services Desk, Coat & Stroller 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

- Must be 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.
- Weekend availability required.

COMPENSATION \$17.75/hour

TO APPLY: Send cover letter and resume to VisitorExperience@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.