



POSITION: Guest Services Team Lead
CLASSIFICATION: Part-Time
REPORTS TO: Visitor Experience Manager
LOCATION: 212 West 83rd Street, New York, NY 10024
WEBSITE: www.CMOM.org
DATE: July 2024

ABOUT THE CHILDREN'S MUSEUM OF MANHATTAN

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 Team Lead sets the tone for the Guest Services department and helps to create a welcoming environment by being the example while motivating the team to deliver great customer service.

Schedule: Part-Time 28 hrs. per week. Weekend availability a must. Some major holidays may be required

RESPONSIBILITIES

- Lead by example, ensuring the team delivers extraordinary customer service in all front-facing roles.
- Provide training and guidance to Guest Services Associates, fostering a positive and professional work environment.
- Perform high-level transactions at the CMOM store and admissions desk, setting the standard for exceptional service.
- Effectively communicate CMOM's policies to guests in a courteous manner, proactively informing them about programs and activities.
- Oversee the maintenance of a tidy work area, implementing rigorous cleaning practices throughout the day.



- Coordinate staff lunches on a day-to-day basis
- Take initiative in handling various tasks assigned by the supervisor, showcasing adaptability and a proactive approach to problem-solving.

QUALIFICATIONS

- Demonstrate leadership qualities, with the ability to motivate and inspire a team to deliver exceptional customer service.
- Previous supervisory or lead experience preferred.
- Excellent communication skills, always maintaining a professional demeanor.
- Strong ability to effectively communicate CMOM's mission, policies, and activities to guests.
- Cashier experience is essential, ensuring proficiency in transactional processes.
- Ability to stand for a majority of the shift, lift items and boxes under 50 lbs., and maintain a welcoming environment.
- Punctual, dependable, and equipped with a positive can-do attitude.
- High school diploma or equivalent required.
- Weekend availability is mandatory.

COMPENSATION

\$20.60 per hour

EXPERIENCE

Minimum of 2 years working directly with customers or visitors as part of a team. Must have previous experience working on Admissions or Retail POS systems.

TO APPLY

Please email cover letter and resume to **Jonathan Jeter** at JJeter@cmom.org with "**Guest Services Team Lead**" in the subject line. The Children's Museum of Manhattan is an Equal Opportunity Employer. Background checks will be completed on all employees.