



JOB DESCRIPTION

TITLE: PLAY-OLOGIST: <i>PROGRAM ASSISTANT</i>	DEPARTMENT: PROGRAMS
SUPERVISOR: MARKETING + PROGRAMS DIRECTOR	FSLA STATUS: NON-EXEMPT
PAY SCALE LEVEL: HOURLY	DATE UPDATED: 4/19/16
SCHEDULE: 10-30 HOURS PER WEEK; SOME EVENINGS AND WEEKENDS REQUIRED	

SUMMARY DESCRIPTION

CMEC play-ologists are smack dab in the middle of the action, devoted to making sure all of our guests experience the power of play during their visit to the Children’s Museum of Eau Claire! You’ll be mainly responsible for delivering quality, memorable “edu-tainment” in keeping with CMEC’s learning-through-play philosophy of education. This is done by facilitating art projects, live demos, performances, interactive games, parachute playtime, science experiments and other special activities on the floor for kids and grown-ups alike. Mainly a weekend gig, professional partyers help our guests throw an epic birthday party without the epic hassle. You’ll give each birthday child the VIP (Very Important Party) experience by decorating party rooms, arranging table settings, leading a Birthday Parade, managing party room setup and cleanup and assisting the party host with food, drinks, cake, ice cream presents and party details.

Although occasionally you’ll serve as a VIP (aka Very Important Picker-Upper) by restaging exhibit props and keeping the Museum in tip-top shape, a play-ologist’s main job is to interact and play with guests, nurturing their creativity and imagination. It goes without saying (though we’ll say it anyway) that this position requires a moderate-to-high energy personality and dynamic presentation and interpersonal skills. Play-ologists are the ones who make the CMEC experience memorable, so you’ll need to be outgoing, confident and willing to be a little bit silly sometimes. This position also requires sensitivity to a variety of ages and abilities, familiarity with stages of child development, flexibility in adapting to changing situations, the ability to learn new content quickly and a pleasant, welcoming disposition. You’ll report mainly to our Director of Programs as well as Museum educators.

KEY ROLES (Essential Job Responsibilities)

1. Assist in the delivery of Museum programs, performances and special event activities

- Deliver consistent, quality and memorable educational experiences to all Museum visitors
- Enthusiastically facilitate programs and demonstrations like parachute playtime, science kits, art projects, etc.
- Communicate with and report to Director of Programs & Events and/or Museum Educator for preparation and materials for each program
- Work with the Director of Programs & Events to pilot new programs, performances and group activities
- Prepare, execute and clean up after daily programs and timed activities
- Interact with visitors while on-the-floor, encouraging and facilitating a variety of play scenarios: pretend play, social play, object play and active play
- Serve as a VIP (Very Important Picker-Upper) by restaging exhibit props and keeping the Museum in tip-top shape so each exhibit is ready for the next guest
- Answer questions and solve problems for Museum guests
- Manage supply inventory and keep both timed programs and tabletop centers stocked with materials

2. Provide a memorable, hassle-free birthday party experience for party hosts and their guests

- Deliver consistent, quality and memorable birthday party experiences to all Museum visitors
- Restage and decorate the Museum's private party rooms in a variety of themes for each party
- Set up all paper goods—cups, plates, napkins, silverware, etc.
- Assist party guests with gifts, food, and other supplies they may need during the party
- Enthusiastically facilitate the Birthday Party Parade for the birthday child
- Ensure that each guest/family leaves with a special favor envelope
- Manage birthday party inventory (paper goods and decorations) and communicate with Group Relations Coordinator when there's need to order more supplies
- Communicate with the Group Relations Coordinator to learn about any special notes or needs for each party
- Work with the Director of Programs & Events to pilot new programs, performances and group activities
- Clean up after each birthday party experience; restaging the room for the next party or for open play
- Interact with visitors while on-the-floor, encouraging and facilitating a variety of play scenarios
- Serve as a VIP (Very Important Picker-Upper) by restaging exhibit props and keeping the Museum in tip-top shape so each exhibit is ready for the next guest
- Answer questions and solve problems for Museum guests
- Manage supply inventory and keep both timed programs and tabletop centers stocked with materials

REQUIRED QUALIFICATIONS

- Moderate to high energy and enthusiastic personality
- Comfortable working with and speaking to medium-sized groups of people
- Ability to act as effective first point-of-contact with Museum guests
- Demonstrated experience working with or interacting with children and their grown-ups
- Creative team-player with a strong commitment to hands-on learning and child-directed play
- Experience in providing excellent customer service
- Experience in resolving customer complaints and concerns

OTHER REQUIREMENTS

1. Must be at least 16 years of age
2. Must be able to arrange for own transportation to and from the Museum for scheduled shifts
3. Must be able to efficiently operate a computer and basic software.
4. Must be able to communicate verbally and in writing
5. Must be able to function and thrive in a fast-paced and loud environment with youth.
6. Must be required to stand for extended periods of time
7. Must be able to lift or carry up to 50 pounds.
8. Must be able to climb and descend stairs frequently.
9. Must be able to comply with dress code requirements.