



Guest Services Associate Job Description

About Us

The Kids 'N' Stuff Children's Museum in Albion, Michigan is seeking a Guest Services Associate who will help support this dynamic organization serving the children and families of Mid-Michigan and regionally. Committed to learning through the power of play, our exhibits encourage pretend play, building, exploration, and creativity in an environment where kids and adults can learn together.

Our Mission

Kids 'N' Stuff Children's Museum provides fun, hands-on learning experiences for all children and families through interactive exhibits and programs.

Position Overview: The primary focus of this position is to provide a positive, safe, clean, and fun experience for all visitors at Kids 'N' Stuff Children's Museum. This role directly reports to the Guest Services Coordinator.

Salary/Wage: \$13/hr, commensurate with experience

Status: Part-Time, Non-Exempt

Essential Duties and Responsibilities include, but are not limited to:

- Greet and interact with all customers in a friendly and courteous way.
- Inform museum guests of the museum layout, special events, activities, and exhibits
- Collect admissions and responsibly handle money exchanges as needed
- Provide a high level of customer service by engaging guests, helping to resolve problems, answering questions, and referring more challenging problems to the staff on duty to ensure a high-quality visitor experience.
- Keep the museum clean, especially the exhibits, gift shop, bathrooms, and party spaces free of trash and debris
- Ability to enforce museums policies and rules
- Participate fully in scheduled staff meetings and trainings

Qualifications & Requirements

- 18 years of age or older
- Moderate to high energy and enthusiastic personality
- Excellent organization and problem-solving skills
- Excellent verbal communication skills
- Self-motivated and flexible
- Experience working with children and families is preferred
- Customer service experience preferred
- Mobility to move freely - bending and kneeling is required, and standing for extended periods of time on a daily basis.
- Must be able to provide a high degree of interaction and engagement with others, including children and families
- Must be able to function and thrive in a fast-paced and loud environment with youth
- Must be able to pass a criminal background check
- Must have weekend availability (shifts will vary but typically fall between 9:00am and 5:00pm) and some weekday availability
- Kids 'N' Stuff name tag provided as required uniform.

To apply, please email resume and cover letter to Nick VanAcker, Director of Outreach and Education, outreach@kidsnstuff.org

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to changes at the discretion of the employer.