



Where creativity runs wild

Guest Services Coordinator [Full time or Part time]

Job Description:

Guest Services is responsible for assisting visitors and Members, providing outstanding customer service, and performing daily tasks necessary for continued operations in the Museum. This team member will support the delivery of special programming when preschools and private groups visit the Museum. The Guest Services Coordinator will serve as the first point of contact for visitors and is expected to represent the Museum in a professional and friendly manner.

Roles & responsibilities:

- Performs Front Desk staff responsibilities in an efficient and timely manner.
 - Greet visitors and Members, provides introduction to JHCM and Museum pop-up for first time visitors
 - Checks families into the Museum using online platform and collects payment when applicable
 - Follows procedures for maintaining all necessary records
 - Support the implementation of our membership programs
- Monitors the overall experience of all Museum visitors including Members and groups.
 - Perform the role of “play engineer” to engage with visitors when appropriate..
- Under guidance from the Director of Operations, plans, develops, and delivers private Museum events and celebrations.
- Under guidance from the Director of Education, plans, develops, and implements Patron Programs and other Museum-related activities.
- Responsible for managing minor exhibit repairs under supervision or direct guidance.
- Opening and closing the Museum (reset exhibits, etc.) and supporting set up and break down during transitions
- Supporting other Education programming as needed
- Support overall Museum operations as available and needed
- Attend weekly staff meetings and Education Team meetings
- Uphold the mission and values of the Jackson Hole Children’s Museum

Our ideal candidate:

- You are an enthusiastic educator (formal/informal) looking to work in mission driven organization
- You are organized & a strong communicator when it comes to coordinating logistics
- You have experience with elementary age children and group behavior management
- You are proactive about engaging with families at the Museum and enjoy bringing people together
- You are able to multitask effectively and have an eye for detail
- You have experience in educational partnerships, nonprofit partnerships and community building

Skills & Experience Required:

- 2+ years of experience educating or working in an educational environment
- Bachelor's degree in a related field.

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- Experience coordinating and overseeing visitor experience/customer service
- Experience collaborating with schools and/or education nonprofits.
- Local experience is preferred
- Ability to communicate constructively and effectively
- Ability to reflect and grow; to proactively give and receive feedback
- Effective working in a team setting