



**JACKSON HOLE**  
CHILDREN'S MUSEUM

# Play. Create. Explore. Discover.

## **Guest Services Job Description**

Job Description: The Guest Services Coordinator 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.

**Schedule:** 20 - 40 hrs

**Reports to:** Director of Operations

**Pay scale:** \$20-\$24/hr, additional benefits available for FT staff

### Roles & responsibilities:

- Performs Front Desk staff responsibilities in an efficient and timely manner.
  - Maintains reservations list and other documents.
  - Follows procedures for maintaining all necessary records.
  - Responsible for collecting payments when necessary.
- Monitor 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 and Museum Coordinator, plans, develops, and implements Patron Programs and other Museum-related activities.
- Responsible for performing minor exhibit repairs under supervision or direct guidance.
- Opening and closing the Museum (shoveling, reset exhibits, etc.)
- Assists guests with gift shop purchases.
- Attend weekly staff meetings.
- Support overall Museum operations as available and needed