



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION: Birthday Party and Events Host

ACCOUNTABILITY: Director of Special Events

SUMMARY:

Birthday Party and Events Host is responsible for communicating and collaborating with guests throughout all aspects of their birthday party/event at the Museum. This includes but is not limited to communicating with guests to customize the plan for their birthday party/event, preparing for the party/event, interacting with guests upon arrival, serving as the host for the designated birthday party/event, overseeing setup and cleanup, and ensuring guest satisfaction throughout the entirety of the program.

The Birthday Party and Events Host will present a positive image of the Museum, provide high quality customer service, take pride and ownership in the Museums' vision/mission and hosted birthday parties/events, and deliver outstanding service to every guest who comes through our doors.

QUALIFICATIONS:

Two or more years of experience in customer relations including hospitality. Must be at least 18 years old and enjoy being around children. Ability to work with a large number of children / parents / educators / events guests visiting the Museum and be enthusiastic and reliable. Ability to learn and understand Altru ticketing system. Possess the skills to manage customer questions and concerns effectively and efficiently and engage the appropriate managers for assistance. Strong organizational and communication skills plus initiative, tact, attention to detail and discretion are necessary. Computer skills with proficiency in Word, Excel, PowerPoint, and database software preferred. Full time and/or part time position. Saturdays, Sundays' and some evenings are required.

RESPONSIBILITIES:

- Assure program runs smoothly in allotted time and interact positively and enthusiastically with guests, all the while, maintaining control of the program.
- Acknowledge every guest with a smile and a greeting, at times required to follow a script.
- Clean, maintain party rooms and restock party/event supplies.

- Work well with a cohesive team of staff in an open, public space. Consistently promote a positive team environment and seek to establish and maintain open communication among the team.
- Project a positive attitude toward the organization and co-workers and ensure that actions, appearance, attitude, and attendance are at a level that serves as a positive example for the organization.
- Help maintain an overall clean, safe, and professional-looking Museum floor each day with vigilance, taking charge of hygiene and/or safety matters, and pitching in wherever necessary.
- Efficiently operate the organization's point-of-sale system and Altru ticketing system.
- Follows proper operating procedures, standards of performance, guidebooks, and handbooks.
- Be outwardly and obviously friendly.
- Perform additional duties as required or requested.

KNOWLEDGE, SKILLS, AND ABILITIES:

To perform the job successfully, an individual should demonstrate the following:

- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Verbal & Written Communication; Interpersonal Skills - Clarity of speech, remaining calm and focused, being polite and listening to others without interrupting; Keeps emotions under control. Edits work for spelling and grammar. Ability to read and comprehend simple instructions, short correspondence, and memos.
- Guest Service - Responds promptly to guest needs; Responds to requests for service and assistance; Meets commitments. Knowledge of and demonstrated experience with guest service skills and best practices to deliver world-class customer service.
- Attention to Detail & Adaptability - Manages competing demands; Able to deal with frequent change, delays, or unexpected events; Can efficiently execute on multiple priorities/plans/ideas; Asks for and offers help when needed; Ability to work in a complex organization, work with all Museum team members, flexibility, and willingness to negotiate and compromise.
- Ethics & Judgment - Treats people with respect; tactfully approaches others, works with integrity, and exhibits sound judgment; Upholds and demonstrates Museum values.

COMPETENCIES:

1. Written and Verbal Communication Skills.
2. Excellent customer service skills.
3. Time Management.
4. Ability to work with little or no supervision.

5. Detail oriented and excellent organizational skills.
6. Excellent analytical, critical thinking and problem-solving skills.
7. Ability to manage multiple projects simultaneously and independently.
8. Proven self-starter with demonstrated ability to make decisions.
9. Excellent relationship building, interpersonal and leadership skills.
10. Collaboration Skills.
11. Personal Effectiveness/Credibility.
12. Flexibility.
13. Technical Capacity Desired.
14. Stress Management/Composure.
15. Project Management.

SUPERVISORY RESPONSIBILITY: None.

WORK ENVIRONMENT: This job operates in a fast-paced, non-formal educational museum setting.

PHYSICAL DEMANDS:

Must be able to perform the following physical behaviors repetitively throughout a shift: standing for up to 4 hours at a time, walking, handling, reaching horizontally, opening cabinets, grasping firmly, reaching above the shoulder, reaching below the waist, pushing buttons, bending, twisting, stooping, squatting, crouching, kneeling, and pushing. Must be able to lift and carry up to 25 lbs. Position may include indoors and outdoors in extreme temperatures.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time, non-exempt position, 40 hours per week or a part-time, non-exempt position, 29 or less hours per week. Days and hours of work are in accordance with Museum events and facility rentals as needed.

TRAVEL: No overnight travel is expected for this position. There will be occasional local day travel.

REQUIRED EDUCATION AND EXPERIENCE:

1. High School Diploma or GED.
2. Two or more years of experience in customer relations including hospitality.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

1. Must have class E driver license and own vehicle to be used for attending meetings and fulfill other work-related duties.