



Team Leader: Recruitment and Training Coordinator

Designed to inspire hands-on learning through play, the Miriam P. Brenner Children's Museum (MBCM) engages children and families of all ages in fun, learning experiences which contribute to their growth and development through play, creation, outdoor exploration and STEM experiences. MBCM is a 501(c)3 nonprofit organization.

The Guest Services Team Leader keeps the Museum safe, organized, and in good working order by managing staff and volunteers through their assigned daily tasks. The ideal candidate will thrive in a lively and dynamic environment, exhibit excellent communication skills, and have strong organizational skills.

Reports to: Education Director

Position Status: Non-exempt, full-time

Hourly Rate: \$15/hour

Schedule: This position is full-time and is designed to be 40 hours a week with alternating weekends.

Roles and Responsibilities

50% Staff and Facility Management

- Manage the opening and closing of the Museum each day
- Check for field trips, birthday parties, special groups, activities, meetings, and room rentals scheduled for the day and be sure all staff and volunteers on the exhibit floor are aware of the day's events
- Supervise staff and volunteers while working on the exhibit floor, ensuring that they have assignments and are following Museum practices
- Communicate with the Facilities and Exhibits Manager on any facility needs
- Oversee a schedule of exhibit and prop cleaning
- Provide first aid to injured guests. Keep documentation on all injured visitors
- Ensure Museum's exhibit and facility cleanliness standards are met in all Museum areas, including restrooms, party rooms, play plaza, patio, and parking lot
- Keep the facility rental room and supplies organized
- Assist Admissions during high traffic times and during breaks and lunches
- Assist with the set-up and clean-up of special events or meetings
- Responsible for staying up to date on the latest news, closing, special hours, events, programs, policies, meeting and general happenings at the Museum

50% Employee and Volunteer Recruitment and Training

- Works with the Education Director to recruit, select, and train the Museum's team of Associates.
- Schedules and maintains employee evaluations and works with the Director and CEO to facilitate employee engagement strategies as well as troubleshoot employment issues.
- Maintains updated system for employee records and volunteer hours
- Schedules quarterly associate trainings and works with co-team leaders and other Museum staff on training needs and delivery

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- Oversees the Museum's volunteer program including individual, group, and corporate volunteer opportunities.

Other Duties

Besides the Roles and Responsibilities, all GCM staff members are asked to provide assistance when needed to support the GCM team in furthering its mission of promoting learning through play. This may include, but is not limited to, providing back-up on other GCM programming, sitting on ad hoc committees for events and relationship building.

Physical Requirements:

- Ability to work in a public facility
- Ability to stand, stoop, reach and bend; mobility of arms to reach, dexterity of hands to grasp and manipulate large and small objects
- Ability to read small print
- Ability to walk and stand for long periods of time
- Ability to regularly lift more than 25lbs
- Ability to work with cleaning products
- Must be open to working occasional nights and weekends

Qualifications:

- Prior experience with program development preferred
- Prior supervisory experience preferred
- Experience working on and leading a team
- Ability to communicate respectfully and effectively with a diverse group of people
- Ability to handle emergency situations with a calm demeanor
- Effective problem-solver
- First-aid certified (preferred)
- Ability to learn the Museum point- of-sale system (Training will be provided)

**To apply, email a letter of interest and resume to Stephanie Ashton at
sashton@MBCMuseum.com.**

Final candidates will be asked to give written permission for the Museum to conduct a criminal background check.

The Miriam P. Brenner Children's Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, genetic information, sexual orientation, marital status or status as a Vietnam era or special disabled veteran, sex, including pregnancy, national origin, age (for those 40 years of age or over) or disability. Decisions on employment will be based so as to further the principles of Equal Employment Opportunity. This nondiscrimination policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, assignment, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.