



220 N Church St.
Greensboro NC 27401
MBCMuseum.com
336.274.2898

Lead Guest Services Associate

The Miriam P. Brenner Children's Museum (MBCM) has been a cornerstone of learning and play in the community for over 25 years. We engage children and families in interactive experiences that foster growth, creativity, and exploration. As a Lead Guest Services Associate, you will play a key role in ensuring our guests have a seamless, enjoyable visit while supporting the operations of our Museum.

The Lead Guest Services Associate is a supervisory position within the Guest Services team, managing the daily operations of the Museum floor. This role ensures that the Museum remains safe, organized, and welcoming while supporting Guest Services Associates in delivering exceptional visitor experiences. This role is ideal for individuals who thrive in a lively, multi-sensory environment while excelling in team leadership.

Reports to: Guest Services Team Leader

Position Status: Non-Exempt, Part-time

Hours and Schedule: 20-25 hours per week, weekends, occasional evenings

Starting Pay Rate: \$14 per hour

Primary Responsibilities

Rotating Roles: Lead Guest Services Associate rotate between Associate and supervisory shifts throughout the week, with shift responsibilities defined by the roles outlined below.

Lead Guest Services Associate Duties

- 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 Manager and Team Leaders on any facility needs
- Oversee a schedule of exhibit and prop cleaning
- 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

Guest Services Associate Duties

Welcome Host/Party Host

- Greet and welcome all guests with kindness and respect
- Process cash, credit, and check payments
- Answer the phone in a courteous and efficient manner
- Manage long lines with grace
- Possess strong time management skills
- Communicates clearly with other staff to optimize guests' experiences and implement safety procedures
- Provide excellent customer service from the initial greeting of party family and guests and throughout their party experience
- Prepare, set rooms as needed for parties, programs, lunches, meetings
- Answer questions accurately and with enthusiasm

Exhibit Host

- Create connections with guests through play
- Lead hands-on activities that are fun, engaging, and spark curiosity
- Prop, re-prop, and re-prop again in the exhibits
- Speak in front of large groups of children and adults
- Maintain cleaning and sanitizing procedures in exhibits, restrooms, snack areas, party rooms, other areas
- Prepare props and/or materials for exhibits, activities, programs, and events as well as support educators during scheduled programs and events
- Assist with crowd control during busy operational hours, such as weekends, holidays, and special events.
- Help all guests by answering general questions concerning museum offerings, exhibits, and scheduled programs and activities

Program Educator

- Teach indoor and outdoor field trip programs to large school groups
- Assist in hands-on classes and class series for all ages
- Lead groups of children in lessons under the guidance of a program instructor
- Initiate positive play in Museum exhibits
- Conduct lessons, activities, and structured play experiences for guests of all ages
- Maintain our classroom and exhibit spaces for tidiness and program preparation

Qualifications

- Up to date on COVID Vaccination
- Prior experience in customer service, education, or leadership roles preferred
- Strong problem-solving, interpersonal, and organizational skills
- Ability to communicate effectively with a diverse group of guests, team members, and volunteers
- Familiarity with point-of-sale systems and cash handling
- First Aid certification (preferred) and ability to respond calmly and effectively in emergency situations
- Ability to work both independently and collaboratively in a fast-paced, public-facing environment.
- High school diploma or equivalent required; additional education or training in a related field is a plus
- Physical ability to stand, stoop, reach, and bend for extended periods; lift and carry items over 25lbs; and work with cleaning products as needed
- Multilingual preferred

To apply, email a letter of interest and resume to Gabriella Bragg gbragg@gcmuseum.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, sex, including pregnancy, national origin, age (for those 40 years of age or over), physical or mental disability, or veteran status, or special disabled veteran, if otherwise qualified, in accordance with applicable federal laws