



Playologist (Museum Assistant) Job Description

FLSA Status:	Part-time hourly, non-exempt
Supervisor:	Director of Visitor Services
Department:	Visitor Services
Direct Reports:	None
Schedule:	Saturdays 9am – 5pm (8-10 hours per week) & Occasional Sundays
Desired Start Date:	TBD
Compensation and Benefits:	\$9 - \$15/hr DOE

About The Museum:

Hands On! Children's Museum is a regional 501(c)(3) non-profit organization dedicated to offering fun and educational learning experiences to over 60,000 visitors annually. Spanning 13,000 square feet, the museum boasts a diverse array of interactive exhibits designed to captivate the imagination and ignite wonder in children ages 1 to 10. Through play-based learning experiences, children can explore and develop their interests in the areas of Science, Technology, Engineering, Arts, Math, and Culture.

The backbone of the museum is its incredible staff, who are passionate and dedicated to providing the best informal learning experiences possible to the children of Western North Carolina, and beyond.

Position Summary:

The Payologist role supports the daily operations of the museum floor, admissions desk, and gift shop. Working primarily on the floor, this position is responsible for delivering the high levels of visitor engagement, satisfaction, and safety by supporting exceptional standards of customer service, cleanliness, and physical appearance of all public spaces.

Physical Demands:

This position is required to stand and walk for long periods of time within a fast-paced and moderately loud environment. Must be able to sit; talk or hear, both in person and by telephone; use hands to handle or feel objects or controls; reach with hands and arms. Regularly required to stoop, kneel, bend, crouch and lift up to 30 pounds.

Floor Operations:

- Warmly greet and introduce visitors to the museum and respond promptly to their needs.
- Engage children and their adult caretakers through play-based learning experiences throughout the museum.
- Provide supervision of the museum floor in partnership with department staff, ensuring all rules and safety standards are enforced.
- Collect admissions, sell memberships, sell merchandise, collect program fees, and other revenues using the Point-of-Sale system.
- Maintain a clean, orderly, and safe admissions desk, entrance, lobby, and exhibit galleries in accordance with the museum's opening and closing procedures and standards.
- Assists with the implementation of birthday parties and special events.
- Record zip code data from museum visitors using database system.
- Ensure daily cleaning and exhibit reset procedures are being upheld.
- Report facility and exhibit issues in a timely manner to the Director of Exhibits.
- Performs other duties as assigned to advance the mission of the museum.

Minimum Qualifications:

- Cash handling, point of sale, admissions, or retail experience.
- Ability to use Microsoft Office 365 Suite and Square POS.
- Ability to commit to a consistent work schedule.
- Ability to work occasional evenings and select holidays.
- Ability to pass a criminal background check and drug screening upon hiring.

Desired Qualifications:

- Experience working with and around children of all ages and/or experience in customer service management.
- Comfortability with multi-tasking and strong organizational skills.
- Bilingual is highly desirable but not required.
- Passion for hands-on learning & exploration.
- Previous experience working within a children's museum, science center, zoological park, or aquarium setting.

Ready to Apply?

Please email your **resume, and three references** to sierra@handsonwnc.org.

This position is open until filled. **No phone calls please.**

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Hands On! Children's Museum is committed to providing equal employment opportunities to all employees and applicants for employment. We do not discriminate based on race, color, religion, sex, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, or any other characteristic protected by applicable laws.

We believe in fostering a diverse and inclusive workplace where all individuals are treated with respect and dignity. Our hiring practices are designed to ensure that all qualified candidates are given fair consideration for employment opportunities.