

Job Title of this Position	Visitor Experience Guide		
Name of Organization	KidsQuest Children's Museum		
Website	<a href="http://www.kidsquestmuseum.org">www.kidsquestmuseum.org</a>		
Job Location Address	4091 Factoria Mall SE, Bellevue, WA 98006		
Contact / Supervisor	Jaime Simmons, Operations Manager		
Phone Number	425-637-8100		
E-mail	<a href="mailto:Jaime@kidsquestmuseum.org">Jaime@kidsquestmuseum.org</a>		
Hourly Pay Rate (indicate a range)	8.10-10		
Employment Period	Summer Only [ ] (7/1/2008- 9/23/2008)	Academic Year [ ] (9/24/2008-6/12/2009)	Summer & Academic Year X (7/1/2008 – 6/12/2009)
Hours per week	Summer: full time program 40 hrs/wk X part time program up to 19 hrs/wk [X Academic Year: up to 19 hrs/wk [X		

**Nature of Business or Organization:**

Nonprofit Children's Museum

**Duties and Responsibilities:**

- Greet all customers in a positive way
- Accurately inform visitors of current museum happenings and future offerings
- Perform demonstrations and activities on the museum floor
- Ensure coverage of the museum floor and address issues as needed
- Respond to questions and needs in a positive and supportive manner
- Facilitate birthday parties and educational events as needed
- Assist at the Admissions Desk and in the Museum Store with opening and closing cash control duties
- Keep exhibit floor and meeting areas in optimal condition
- Perform other related duties as assigned

**Minimum Qualifications:**

- Experience in a customer service environment encouraged
- Friendly, outgoing personality and must enjoy working with children and families
- Thrive on working in a fast-paced environment with a wide variety of job responsibilities and demands
- Demonstrated ability to communicate and relate effectively to a wide variety of individuals
- Ability to provide excellent customer service in all situations
- Experience with cash handling a plus
- Able to work both independently and in cross-functional teams and solve problems creatively
- Efficient computer skills
- Ability to stand for extended periods of time, lift from ground to above shoulder, climb stairs and ladders, bend, stoop, sit, push, pull and perform tasks requiring manual dexterity
- Ability to work with hand tools

**Educational Benefits:**

Facilitation of experiential learning experiences  
 Hands-on introduction to museums, museum education and programming  
 Both internal and external customer service skill building

(For Work Study Office Use Only)

**JOB NUMBER** 65KQS01 **REIMBURSEMENT RATE:** **FEDERAL**    % **STATE** 65 %