



**Job Title:** Museum Host

**Reports to:** Senior Director of Operations

**Details:** Intermittent. Weekends and occasional evenings. Up to 12 hours per weekend; can work alternating weekends. Additional hours possible for hosting Museum rentals and birthday party preparation.

**Hiring Range:** \$10 an hour

**Background:** Kaleideum was formed in July 2016 as the result of the merger of SciWorks and The Children’s Museum of Winston-Salem. Currently, the museum operates two locations with a combined 95,000 square feet, 200,000 annual visitors and more than 2,200 members. Kaleideum is expecting to move into a single location, located in downtown Winston-Salem, in the fall of 2021. The mission of the Museum is: *Inspiring wonder, curiosity, and lifelong learning in our children and community through interactive play and discovery.* As a merged entity, we spark the imagination and ignite the intellectual curiosity of our visitors by developing exhibits and programming that fuse STEM (science, technology, engineering, and math), literacy, and the arts into an integrated approach to learning. In all our endeavors, we seek to be strong partners with our families, schools, and community members as we prepare future generations for lifelong learning and success.

**Position Overview:** The Museum Host is the lead host during birthday parties and may assist with museum rental events, providing operational functions before, during, and after birthday parties, rentals, and other events. This position assists with on-site set-up and take down, represents the Museum in a professional manner, and interacts in an engaging and positive manner with event attendees. The Museum Host will also be a back-up at the Welcome Desk and be trained to check customers in with Altru, the Museum’s point-of-sale system.

The successful applicant is a creative, charismatic individual with customer service experience. Applicant should be resilient, insightful, innovative, accountable, and relationship-driven with a desire to learn new things and interact with children. The successful candidate knows how to make science and art activities fun, as well as engage audiences at the Museum.

### Primary Duties and Responsibilities

- Execute planned birthday parties based on scheduled bookings.
- Assist in the preparation for birthday parties, which may include picking up cakes, putting together goody bags, decorating the room; and preparing crafts, science activities, and/or animal demonstrations.
- Be the primary host during birthday parties by welcoming birthday party families and working with the families to facilitate serving food and opening gifts.
- Depending on the type of party, facilitate craft activities, storytime, science activities, etc., in an engaging, energetic manner.
- Assist guests with removal of presents and takeaways.
- Remove trash and clean room between parties, asking facilities to assist where needed.
- Act as host during Museum facility rentals and possible other special events.
- Communicate any customer service issues to the Manager on Duty for immediate attention and resolution.
- Be the “point person” during rentals and birthday parties for answering questions, directing people, etc.

### Knowledge, Skills, and Abilities

- Commitment to and passion for the mission, vision and values of Kaleideum
- A personal commitment to fostering a multicultural, diverse organization
- Consistent weekend availability as well as ability to occasional late evening shifts.
- Consistent access to communicate via email/text messaging for scheduling and event communication
- Self-motivated to work quickly, efficiently, and safely to complete physical work in a short amount of time
- Team player with the ability to collaborate in a dynamic, ever-changing environment
- Reliable, honest, and well-organized with excellent customer-service skills
- Professional and appropriate dress/demeanor per dress code
- Ability to engage with children and adults in a welcoming, energetic, friendly, outgoing, and professional manner

- Reliable and will follow up with Manager about schedule for the weekends
- Ability to solve problems and resolve conflict
- Ability to work with minimal supervision

***Experience:***

- High school diploma or equivalent required; some college preferred. Ability to speak Spanish a plus.
- Valid NC driver's license and access to a reliable car
- Event experience, hospitality experience, or direct customer service experience strongly desired

The physical demands described are representative of those that must be met to successfully perform the essential functions of this job. The physical demands include standing or walking more than half of the day, climbing stairs, lifting up to 25lbs, crouching and kneeling.

Kaleideum is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

**All applicants must submit to a drug test and criminal background check as part of the pre-employment process for Kaleideum. All applicants must be vaccinated against COVID-19.**

To apply, please submit a museum application and resume to Christy Ferguson at [cferguson@kaleideum.org](mailto:cferguson@kaleideum.org).