



Birthday Host

ABOUT THE DOSEUM (<http://www.thedoseum.org>)

The DoSeum is San Antonio's only museum exclusively devoted to children under 10. With two floors of interactive exhibits and a variety of early literacy, science, health, and art activities plus multiple outdoor learning spaces, The DoSeum aspires to cultivate curious learners, stimulate active doers, and inspire an inclusive community. The DoSeum's mission is to enrich minds through joyful learning and active discovery.

JOB SUMMARY

Birthday Party Hosts are responsible for interacting with guests within their designated party, interacting with guests arriving to the Museum for parties, birthday party clean up, birthday party set up and ensuring guest satisfaction throughout the entirety of the party. Birthday party hosts will present a positive image of the museum, provide high quality customer service, take pride and ownership in the museum and birthday parties and deliver outstanding service to every guest who comes through our doors. The Birthday Party Hosts communicates and supports the museum's Guest Experience and Guest Service vision throughout the marketplace. Position is part time (15-25hours per week) and Saturdays and Sundays are mandatory. Reporting to the Birthday Supervisor and in close coordination with fellow members of the Museum's management team.

ESSENTIAL RESPONSIBILITIES

- Acknowledge each and every guest with a smile and a greeting, at times required to follow a script.
- Greet birthday guests at front desk and assist as needed before party begins.
- Assure party runs smoothly in time allotted and interact positively and enthusiastically with children, all the while, maintaining control of the party.
- Clean, maintain, and restock birthday rooms where parties take place.
- Work well with a cohesive team of staff in an open, public space. Consistently promote a positive team environment and seek to establish and maintain open communication among the team.
- Project a positive attitude toward the organization and co-workers and ensure that actions, appearance, attitude and attendance are at a level that serves as a positive example for the organization.
- Contributes to a safe, positive and fun work atmosphere.
- Prioritizes decisions in order of safety, courtesy, show quality, and efficiency.
- Participates and actively engages in first aid and emergency preparation training.
- Learns and utilizes DoSeum shared language to promote inclusivity and belonging,
- Proper operating procedures, standards of performance, guidebooks and handbooks are followed for all locations – Front Desk, Floor, Birthday Parties, etc.
- Provides guests with current and correct information about all elements of operation.
- Provides assistance in opening and closing of museum.
- Be outwardly and obviously friendly.
- Perform additional duties as required or requested.

MINIMUM QUALIFICATIONS

- Must be at least 16 years old.
- Likes children, be enthusiastic, reliable, available Saturdays and Sundays during Museum hours
- One or more years of experience in customer relations to include hospitality and cashiering --- preferred. Hospitality, hotel front desk, museum or theme park experience preferred.
- Ability to learn and understand ticketing system.
- Ability to work with a large number of children / parents / chaperones / teachers visiting the museum on field trips, group settings, etc.
- Possess the skills to effectively and efficiently handle customer questions and concerns with the appropriate managers. Or

equivalent combination of education and experience

- Must be able to work in small spaces, stand for long periods of time, be able to lift 20 lbs., climb stairs, and bend

KNOWLEDGE, SKILLS, and ABILITIES

To perform the job successfully, an individual should demonstrate the following:

- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Verbal & Written Communication; Interpersonal Skills** - Clarity of speech, remaining calm and focused, being polite and listens to others without interrupting; Keeps emotions under control. Edits work for spelling and grammar. Ability to read and comprehend simple instructions, short correspondence, and memos.
- **Guest Service** - Responds promptly to guest needs; Responds to requests for service and assistance; Meets commitments. Knowledge of and demonstrated experience with guest service skills and best practices to deliver world-class customer service.
- **Attention to Detail & Adaptability** - Manages competing demands; Able to deal with frequent change, delays, or unexpected events; Can efficiently execute on multiple priorities/plans/ideas; Asks for and offers help when needed; Ability to work in a complex organization, work with all Museum team members, flexibility, and willingness to negotiate and compromise.
- **Ethics & Judgment** - Treats people with respect; tactfully approaches others, works with integrity, and exhibits sound judgment; Upholds and demonstrates museum values.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Flexible working hours; requires working weekends, days, evenings and some holidays.
- Variable exposure to noise, weather and elements.
- Constantly working with the public and employees.
- Working in small spaces, standing for long periods of time, lifting and bending.

APPLICATION PROCEDURE

Submit resume, the names of three references and cover letter indicating interest and qualifications to hr@thedoseum.org. Please reference "Birthday Host" in the subject line.

The above statements are intended to describe the general nature of work performed by the Birthday Host. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, which can be revised real-time at the discretion of the Vice President of Operations and Guest Experience. The DoSeum is an equal opportunity employer.