



## Children's Experience Ambassador

### **About The DoSeum ([www.TheDoSeum.org](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**

Reporting to a team of Guest Experience Supervisors, the Children's Experience Ambassador promotes joyful learning and active discovery through a variety of meaningful interactions with young children and families. The Children's Experience Ambassador shift may include selling admission and special event tickets, memberships, and DoSeum Store resources; troubleshooting and re-setting exhibition technology; utilizing informal education principles to guide learning and discovery; light cleaning and resupply of exhibit spaces; documenting opportunities for improvement; professionally addressing Guest questions and complaints; and other functions associated with delivery of an experience on par with the best children's museums in the United States.

### **ESSENTIAL RESPONSIBILITIES**

- 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.
- Uses informal education tools to guide learning and discovery for children and adults. Embraces training in early childhood development, learning theory, and best practices to guide and enhance child and caregiver interactions.
- Administers a series of opening and closing procedures to ensure the building is show-ready.
- Adheres to a rotation through multiple positions or a single gallery assignment depending on the needs of the operation.
- Ensures all exhibit elements are working correctly, troubleshoots as necessary, and reports malfunctions and maintenance issues.
- Ensures spaces are clean and appropriately stocked at all times, disposing of trash, wiping down surfaces, and arranging props as needed.
- Empowered to address and resolve Guest concerns and complaints.
- Empowered to address safety and show quality issues and report them appropriately.
- Masters point-of-sale and exhibit maintenance systems, including Altru, CounterPoint, and MERIT.



- Sells tickets, memberships, membership renewals, and DoSeum Store resources, and processes group tour and birthday party payments.
- Is knowledgeable about all DoSeum products, services, exhibits, programs, and special events.
- Identifies Guest interests and promotes products and services that meet those interests.
- Staffs special events and/or facility rentals hosted outside of normal operating hours in the capacity of a Children's Experience Ambassador.
- Adheres to standards established in DoSeum policies, protocols, and standard operating guidelines. Participates in refresher training as required.
- Models The DoSeum Guidelines for Guest Interaction.
- Utilizes the LAST service recovery model when working with disappointed Guests.
- Collects and reports qualitative and quantitative data as required.
- Additional duties as assigned.

#### **REQUIRED QUALIFICATIONS**

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- High school degree or GED
- One or more years of experience in Guest service.
- Ability to learn and use point-of-sale systems.
- Ability to work with diverse audiences including, but not limited to, children, parents, chaperones, teachers, group leaders, etc.
- Comfortable and familiar with computers, both Mac and PC, and with technical hardware (projectors, cables, monitors, remotes, solid state players, etc.) or can be trained to familiarity.
- Demonstrated confidence and ability to address Guest inquiries and complaints.
- Must be willing to work a flexible schedule, including evenings, weekends and holidays.

#### **PREFERRED QUALIFICATIONS**

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- One-year cash handling experience.
- Experience in museum or educational setting.
- Ability to speak a second language, preferably Spanish.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

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

- **Analytical, Problem Solving, & Organizational Skills** – Identifies solutions. Balances multiple requests for attention. Ability to work with all DoSeum colleagues.



- **Verbal & Written Communication; Interpersonal Skills** - Clarity of verbal and written communication. Ability to read and comprehend simple instructions, short correspondence, and memos.
- **Computer & Office Equipment** - Proficient in, or willing to learn various office equipment including PC and Mac computers, copiers and printers.
- **Ethics & Judgment** - Treats people with respect, works with integrity, and exhibits sound judgment. Keeps sensitive data and personal information confidential.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

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The physical demands and work environment described here are representative of those an employee may encounter 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, including weekends, holidays, and evenings.
- Variable exposure to noise, weather, and elements.
- Continuous interaction with Guests and colleagues.
- Ability to lift up to 25 lbs.

### **APPLICATION PROCEDURE**

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Submit application, resume and the names of three references and cover letter indicating interest and qualifications to [hr@thedoseum.org](mailto:hr@thedoseum.org). Please reference "Children's Experience Ambassador" in the subject line.

*The above statements are intended to describe the general nature of work performed by the Children's Experience Ambassador. 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.*