

The Works Museum Job Posting

Job Title: Visitor Experience Staff – Shift Supervisor

Department: Finance and Operations/Education

Reports To: Visitor Experience Manager

Hours: Part time, Saturdays from 9:30 am-4:30 pm, minimum of 2 Saturdays per month, up to 4 depending on availability

Status: Hourly, non-exempt

Temporary. This position is scheduled through April of 2022, with the possibility of extension.

Pay: Starting at \$12.50

The Works is seeking a motivated, friendly individual to supervise The Work's Museum's daily operations on Saturdays. The shift supervisor will work alongside, and over-see, Visitor Experience Staff who work at the Museum's front desk, sell visitor tickets, memberships, and gift store items; provide information; check exhibit areas, restrooms, and other public areas; and facilitate birthday parties, which includes leading hands-on engineering projects with groups of 8-20 children.

Responsibilities:

- Supervise exhibit floor, general visitor areas, and amenities, routinely monitoring for cleanliness, attractiveness, functionality, and appropriate supply levels.
- Ensure Visitor Experience Staff working each Saturday provide professional, effective, and friendly customer service for all Museum visitors.
- Ensure Museum opening and closing procedures and processes, including cash handling, are followed.
- Trouble shoot questions, customer service issues, and unexpected situations as they arise.
- Staff the front desk and host birthday parties as needed

Qualifications:

- Must be age 18 or older
- Proven commitment to professional, high-quality, and friendly customer service
- Staff supervision experience in a customer service setting
- Experience working with kids ages 4-12.
- Ability to use basic computer functions such as email, google products, and Microsoft office suite
- Experience with databases and point of sale systems preferred
- Must be fair and respectful of Minnesota's many cultures.
- Ability to problem solve in a fast-paced environment
- Self-directed and the ability work independently, as well as collaboratively.

The Works Museum is an equal opportunity employer and does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local, or federal laws.

How to Apply:

To apply, send a cover letter and resume to jobs@theworks.org No calls, please. We'll begin evaluating applications as they're received. Position open until filled.