

# Terry Lee Wells Nevada Discovery Museum

## LEAD MUSEUM EXPERIENCE GUIDE (Part-Time)



### Job Description

#### Position Summary

Reporting to the Floor Manager, the Lead Museum Experience Guide (L-MEG) is a vital member of the Museum Operations Team, delivering excellent customer service to visitors of all ages, throughout the entire museum. While stationed in the gallery space, the MEG will partner directly with our Education Department, and specifically engage children in the use and understanding of important elements in each gallery, to inspire curiosity and creativity. The L-MEG also serve in a lead capacity as the safety and security eyes/ears of the Museum, responding to and resolving issues of concern to patrons or staff. While providing customer service to visitors at the reception desk or retail store, MEGs serve as first point of contact to the public and will be able to share important information about programs, exhibits and special events. Essential duties of this position will include fast and efficient cash handling and credit card processing, using a state-of-the art Point of Sale software system to reconcile all transactions. The L-MEG oversees floor operations, including breaks, addressing schedule deficiencies, and generally ensuring floor procedures are carried out in an efficient seamless manner.

#### Specific Duties

- Be completely interchangeable between retail, reception desk and museum floor assignments.
- Handle cash, credit card and special transactions quickly and efficiently.
- Personally engage Museum visitors, with the objective of ensuring each patron has a successful, meaningful, and pleasant experience.
- Answer a multitude of questions, some of an orientation nature (restroom locations, key facilities or points of interest), some of an interpretive nature regarding the exhibits themselves and some of a programing nature including upcoming classes and events.
- Serve as a focal point during emergencies, directing parents, children and staff members to appropriate resources and personnel.
- Assist with occasional events preparation and clean-up, including assignments of a security and safety nature.
- Other duties as required by supervisors

#### Education and Experience Required

- High School diploma or degree in education, museum studies, or related field
- Three years verifiable customer service experience, in either a busy retail, security, or customer service setting

#### Skills Necessary

- Able to follow Nevada Discovery Museum Operating Principles
- Strong communication skills
- Serve in a supervisory role to fellow MEGs.
- Ability to inspire and engage children in the learning and exploration process and encourage fellow MEGs
- Ability to deliver superb customer service
- Ability to remain calm, professional and friendly in stressful situations
- Basic computer skills, including Microsoft office suite, and use of a state-of-the-art Point of Sale system
- Above average math skills
- Ability to recognize and avert potential safety issues and security problems
- Ability to multi-task while maintaining a high attention to detail
- Bi-lingual candidates are strongly encouraged to apply.

#### Work Characteristics

- Flexible schedule - weekend and evening work often required
- Ability to work in a part-time capacity, typically 20 hours per week (but no more than 30 hours per week)
- Ability to stand for long periods of time

*The Terry Lee Wells Nevada Discovery Museum is an Equal Opportunity Employer. Qualified persons are considered for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, genetic information, political affiliation or disability.*