



## **Job Description**

Job Title: Associate

Reports To: Visitor Experience Manager, Executive Director

FLSA Status: Non-exempt

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### **PRIMARY PURPOSE**

This position serves as a part of the Visitor Experience team and is responsible for setting the tone of the customer service for the Children's Museum of Fond du Lac (CMFDL). Our associates provide support to the VE team in the following areas: providing positive experiences, customer service, birthday parties, admission sales, events and museum/exhibits cleaning.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- General museum reception and visitor assistance, meeting and greeting visitors.
- Strong communication between coworkers and management.
- Recite the Museum Rules for all attendees.
- Provide general information about the museum, exhibits, events, classes and programs.
- Facilitate group events such as birthday parties.
- Cleaning the facility (inside and outside) and exhibits (indoor and outdoor) on a daily basis.
- Must enjoy working with the public and be confident to meet new people.
- Other duties as assigned.
- Allocation by functional area: programs (100%), fundraising (0%) and general (0%)

### **QUALIFICATIONS**

- Proof of eligibility to work in the United States OR a valid driver's license or other photo ID and the ability to pass a background check.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to stand, walk, stoop, kneel, crouch, or crawl. The employee must be able to lift and/or move up to 40 pounds unassisted.

### **WORK ENVIRONMENT**

This position requires extended work hours for evenings and weekends. The Playmaker must be willing and able to work a flex schedule to meet the demands of the position (weekends and holidays).