Play Engineer

Job Summary:
The Children's Museum is looking for an energetic, friendly, and dependable individual to join our team as a part-time Play Engineer. In this role, you will play an essential part in ensuring a safe, clean, and welcoming environment for children and their families. Your responsibilities will include monitoring exhibits, interacting with visitors, and maintaining the tidiness of the museum's exhibit areas. You will also help guide school groups through exhibit galleries and sometimes assist with parties.

Key Responsibilities:
Monitor Visitor Activities:

- Supervise children and families in exhibit areas to ensure safety and appropriate behavior.
- Provide assistance or guidance to visitors as needed, ensuring a positive and enjoyable experience.

Maintain Exhibit Areas:

- Keep exhibit spaces clean, organized, and well-stocked throughout the day.
- Reset and tidy exhibit components to ensure they are ready for the next visitors.
- Report any maintenance or safety issues to management promptly.

Engage with Visitors:

- Provide friendly, helpful interactions with children and families to enhance their museum experience.
- Share information about exhibits and programs to promote learning and fun.

Collaborate with Team Members:

- Work closely with other staff to ensure smooth daily operations.
- Assist with crowd control during busy periods or special events.

Follow Safety Protocols:

- Enforce museum policies to maintain a safe environment for all visitors.
- Be prepared to respond to minor injuries or emergencies if necessary.

Qualifications:

- Prior experience working with children is preferred.
- Strong interpersonal and communication skills.
- Ability to stay calm and patient in a fast-paced environment.
- Reliable, punctual, and able to work independently as well as part of a team.
- Ability to stand for extended periods and perform light cleaning duties.
- Availability to work flexible hours, including weekends and holidays as needed.

Work Schedule:

- Part-time schedule with shifts ranging from 20-30 hours per week, including weekends and occasional evenings for special events.

How to Apply:
Submit your resume and a brief cover letter to kaylee@swlakids.org

Guest Experience Associate
Front Desk

Job Summary:

The Children's Museum of Southwest Louisiana at Port Wonder is looking for an enthusiastic, highly organized multitasker to serve as our Guest Experience Associate at our admission desk. This position serves as the first point of contact for visitors, providing a warm welcome and ensuring an exceptional guest experience. This role involves handling admissions, answering questions, and supporting daily operations to create a fun, safe, and engaging environment for children and their families.

Key Responsibilities:

- Greet and assist guests upon arrival, providing information about exhibits, programs, and events.
- Process admissions, memberships, and merchandise sales using the point-of-sale system.
- Answer calls in a professional manner.
- Ensure the lobby and front desk area are clean, organized, and well stocked with informational materials.
- Assist with daily attendance tracking and reporting.
- Support group check-ins and special event registration.
- Address guest concerns or issues, escalating them to management when necessary.
- Promote Port Wonder memberships, programs, and upcoming events.
- Collaborate with other staff members to ensure smooth operations and a positive visitor experience.

Qualifications:

- High school diploma or equivalent; additional education or experience in hospitality, retail, education, or a related field is a plus.
- Excellent communication and interpersonal skills.
- Proficiency in basic computer programs and point-of-sale systems.
- Ability to multitask in a fast-paced environment.
- Friendly, outgoing personality with a passion for working with children and families.

Working Conditions:

- Must be able to stand for extended periods.
- Weekend and holiday availability may be required.
- Occasional lifting of materials up to 25 lbs.

To Apply:

Submit your resume and a cover letter explaining your relevant experience to kaylee@swlakids.org.