



Children's Imaginarium

Imagineer

Wausau, WI

Title: Imagineer (Guest Service Representative)

Reports to: Executive Director

Organization Overview:

Children's Imaginarium is a grassroots 501c3 nonprofit opening Fall of 2023. The museum will be a place for kids to learn, parents to engage, and families to connect and will be a cornerstone in the downtown redevelopment project.

Job Summary

Imagineers play a crucial role in creating a positive experience for visitors and guests of Children's Imaginarium. This position requires a positive attitude and is responsible for greeting, registering, and providing exceptional visitor service while upholding the core values of the organization.

Responsibilities:

- Perform daily opening/closing duties throughout the museum, including routine cleaning throughout shift.
- Answer incoming calls in a professional and timely manner; transfer calls appropriately and efficiently.
- Process payments for the museum, including admissions, memberships, merchandise, birthday parties, field trips, etc.
- Balance cash drawer at shift end and follow cash handling procedures.
- Maintain Welcome Desk and Lobby: stock brochures, remove trash, set-up and replace signage as needed.
- Assist with programs and daily operations as directed.
- Monitor cleanliness, safety, and security in exhibit and classroom area(s). Document and report incidents.
- Actively promote the museum by providing up-to-date information on Museum memberships, birthday parties, programs, events, and activities to visitors.
- Manage guest questions or concerns. Respond to requests for service or assistance.
- Reliable and timely attendance.
- Other duties as assigned.

Qualifications:

The ideal candidate will have commitment to excellent customer service, strong communication skills and the ability to manage multiple projects simultaneously. Self-directed, energetic, team player, with proven experience in thinking strategically. Other key attributes include a positive attitude, experience with Microsoft Office suite, ability to collaborate effectively, and a passion for working with children and families. Must be 16 years of age or older.

Physical Requirements:

While performing the duties and responsibilities of this position, the employee is regularly required to walk, sit, stand, and move from place to place. The employee is occasionally asked to lift up to 25 pounds and move furniture as needed.

Compensation: \$12-\$14 per hour

Shift: Flexible, including weekends and some evenings

Availability: 16-25 hours per week Tuesday-Sunday

To apply:

Interested candidates should submit resume and cover letter articulating your interest and qualifications via email to: info@childrensimaginarium.org.

This position will remain open until filled; applications will be reviewed as they are received.

www.childrensimaginarium.org