



Children's Imaginarium

Imagineer

Wausau, WI

Title: Imagineer (Guest Service Representative)

Reports to: Operations and Community Engagement Coordinator

Organization Overview:

Children's Imaginarium is a grassroots 501c3 nonprofit which opened on December 6, 2023. The museum is a place for kids to learn, parents to engage, and families to connect and will be a cornerstone in the downtown redevelopment project. The Children's Imaginarium leadership team is seeking part-time Imagineers and weekend Imagineers to join the team.

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 and transfer incoming calls professionally, 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, post and replace signage as needed.
- Assist with programs and daily operations as directed.
- Monitor cleanliness, safety, and security in exhibit and classroom areas. Document and report incidents.
- Actively promote Imaginarium 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: 6-20 hours per week Tuesday-Saturday and weekend only Imagineers

To apply:

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

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

www.childrensimaginarium.org