

## PLAY'SOCIATE

Part time, Hourly, Non-Exempt  
Reports to: Visitor Services Manager  
Evening/weekend Availability: Required

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### DESCRIPTION

The Children's Museum of Memphis creates memorable learning experiences through the joy of play in hands-on exhibits and programs. PLAY'sociates are vital to the success of this mission, making sure that playful learning and meaningful family interactions are available to all interested guests. PLAY'sociates lead and support museum-wide programs such as - but not limited to - Story Time, Sensory Play, Doodlebug Studio, and special events. PLAY'sociates are well-informed about all CMOM exhibits and activities as well as the calendar of upcoming events. PLAY'sociates are adept at providing museum directions, conversing helpfully with child and adult guests, and modeling play for our guests. They are also charged with cleaning tasks and re-setting exhibits throughout their shifts.

### Responsibilities

#### SAFETY AND EMERGENCY PROCEDURES

1. Maintains a thorough understanding of CMOM's emergency policies and procedures including, but not limited to emergency evacuation, shelter in place, lost child, injury response, and active shooter. Assists in the execution of these policies and procedures, as needed.
2. Provides a safe and secure environment by continuously looking for any safety concerns regarding exhibits or the facility and immediately following CMOM's reporting procedures.
3. Notifies management immediately of any suspicious persons or activities observed moving within or around the CMOM campus.

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#### PROGRAM DELIVERY

1. Enthusiastically delivers a variety of rich programming to guests. Executes programming effectively and with precision.
2. Makes museum-wide announcements, gathers audiences, delivers introductions and explanations, facilitates processes, models play.
3. Maintains a working knowledge of the types of and schedule of weekly programs offered at CMOM, as well as upcoming special events. Shares information with visitors to build interest and increase attendance.

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#### CUSTOMER SERVICE/ENGAGEMENT

1. Remain professional, pleasant, patient, and enthusiastic throughout each work shift.
2. PLAY'sociates are expected to appear approachable, friendly, and always respond to guests with a welcoming demeanor.
3. Ensure customer satisfaction, within the framework of policies and procedures required by the museum.

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## ORGANIZATION AND CLEANLINESS

1. The PLAY'sociate keeps our exhibits neat and orderly by tidying up throughout the museum.
2. Reset exhibits by returning all loose parts to their proper homes so that they are ready for new visitors.
3. Notify housekeeping of any spills, bio-emergencies, or cleaning needs that should be addressed as soon as it is noticed.
4. Pick up trash while circulating throughout the museum and during shift rotations.
5. Create and/or maintain order and organizational systems for materials and supplies.
6. Proactively take the initiative to contribute to the cleanliness of the museum environment by continuously sweeping, washing, wiping, and purging program spaces used in both storage and guest activities.
7. Monitor exhibit supplies and notify supervisory staff when supplies are low.

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## UNDERSTANDING PLAY AND CHILD DEVELOPMENT

1. Internalize CMOM's organizational mission and engagement model.
2. Participate in staff development offerings that build knowledge around play and early childhood.
3. Demonstrate a commitment to lifelong- learning by seeking out additional opportunities to learn in areas directly related to work at CMOM and collaborating with your manager to participate.
4. Actively use the common language of play and learning adopted into the CMOM working culture.
5. Engage all guests in activities and play, to enhance their museum visit, by offering greetings with a smile, inviting them to join the current activity, asking stretch questions, encouraging engaged adult-child interactions, and modeling play.
6. Understand and be able to demonstrate activities in each exhibit.

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## OTHER DUTIES

1. Perform other duties as necessary or assigned.

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## QUALIFICATIONS

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### EDUCATION AND PRIOR EXPERIENCE

1. High school diploma, GED or equivalent preferred.
2. Experience working with young children and a love of arts and crafts preferred.
3. Customer Service experience preferred.
4. Outgoing and friendly personality required.
5. Ability to communicate clearly and concisely in the English language.
6. Possess superior interpersonal and communication skills.
7. Must have the ability to work flexible schedule including weekends and holidays.
8. Must be able to stand on feet for at least 4-hour periods at a time.

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## SKILLS

1. Multitasking work efforts to move multiple projects through the process of creative conception to high quality execution.
2. Attention to details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 60 minutes at a time.
3. Ability to recognize and resolve conflicts using open communication, museum protocols, and taking a solution-minded approach to each unique situation.
4. Frequently works both independently and as part of a larger team.
5. Able to handle working around large crowds.
6. Must have the ability to work flexible schedule including weekends and holidays.
7. Must be able to stand on feet for at least 4-hour periods at a time.

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#### OTHER VALUED TEAM CHARACTERISTICS

1. Commits to *Excellence* as evidenced by a clear understanding of the driving concept that “Everything Speaks.” This is seen in the process of the individual championing a state-of-the art CMOM and continuously fine tuning our work outcomes to that end.
2. *Demonstrates Flexibility* by completing current and new projects and short-term responsibilities within reason. After-hours and weekend commitments are routine.
3. Shows a *Value* for diversity of thought, background and perspective by demonstrating gracious professionalism and collaborating openly across work teams.