

## GALLERY STAFF

Part time, Hourly, 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. Gallery staff are vital to the success of this mission, making sure that playful learning and meaningful family interactions are available to all interested guests. Gallery staff lead and support museum-wide programs such as - but not limited to - Story Time, Sensory Play, Art + Innovation Lab, and special events. Gallery staff are well-informed about all CMOM exhibits and activities as well as the calendar of upcoming events. Gallery staff 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.

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### RESPONSIBILITIES

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#### SAFETY AND EMERGENCY PROCEDURES

1. Maintain 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. Provide 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. Notify management immediately of any suspicious persons or activities observed moving within or around the CMOM campus.

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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.
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 open-ended questions, encouraging engaged adult-child interactions, and modeling play.
6. Understand and be able to demonstrate activities in each exhibit.

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## PROGRAM DELIVERY

1. Enthusiastically deliver a diverse range of programs, such as pop-up events, museum-wide celebrations, storytime sessions, and sensory play explorations.
2. Execute programs with precision and effectiveness, ensuring a seamless and enriching experience for our visitors.
3. Interact with children and families in a lively and captivating manner to embody the joy of learning through play.
4. Make museum-wide announcements, gather audiences, deliver introductions and explanations, facilitate processes, and actively model play behavior.
5. Maintain a comprehensive understanding of the weekly programs and upcoming special events at CMOM.
6. Share this information with visitors to generate interest and increase attendance.

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## CUSTOMER SERVICE/ENGAGEMENT

1. Remain professional, pleasant, patient, and enthusiastic throughout each work shift.
2. Gallery staff 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. Keep 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. Create and/or maintain order and organizational systems for materials and supplies.
5. Proactively contribute to the cleanliness of the museum environment by continuously sweeping, washing, wiping, and purging outdated and irrelevant materials in storage.
6. Monitor exhibit supplies and notify supervisory staff when supplies are low.

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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 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.

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## ADDITIONAL REQUIREMENTS AND SKILLS

1. Clear and concise communication skills in the English language.
2. Superior interpersonal and communication skills.
3. Flexibility to work a schedule that includes weekends and holidays.
4. Ability to stand for at least 4-hour periods.
5. Strong attention to detail and adherence to specified standards, including following instructions of varying complexity (more than 3 steps) and maintaining concentration for extended periods exceeding 60 minutes.
6. Skill in recognizing and resolving conflicts through open communication, adherence to museum protocols, and a solution-oriented approach to unique situations.
7. Demonstrated ability to work both independently and collaboratively as part of a larger team.
8. Capacity to work effectively in environments with large crowds.

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## OTHER VALUED TEAM CHARACTERISTICS

1. Demonstrate a clear understanding of the guiding principle that "Everything Speaks," actively championing a state-of-the-art CMOM. Consistently refines work outcomes in alignment with this vision.
2. Display a genuine appreciation for diversity of thought, background, and perspective.
3. Demonstrates gracious professionalism and collaborates openly across work teams.
4. Exhibit an outgoing and friendly demeanor, contributing positively to the work environment and fostering a welcoming atmosphere.
5. Effectively multitask to navigate multiple projects from creative conception to high-quality execution, ensuring efficient and successful project completion.

**The Children's Museum of Memphis is an Equal Opportunity Employer**