

## SEASONAL GALLERY STAFF

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

### DESCRIPTION

The Children's Museum of Memphis (CMOM) creates memorable learning experiences through the joy of play in hands-on exhibits and programs. Seasonal Gallery Staff are critical to this mission during peak visitation periods—summer, spring, and winter breaks—by ensuring playful learning and meaningful family interactions for all guests.

Seasonal Gallery Staff support museum-wide programs such as Story Time, Sensory Play, the Art and Innovation Lab, and special events. They are knowledgeable about CMOM exhibits, activities, and the calendar of upcoming events. Seasonal team members engage with guests of all ages by providing museum directions, assisting with activities, modeling play, and fostering an inviting atmosphere. They are also responsible for maintaining cleanliness and resetting exhibits throughout their shifts.

This position is ideal for individuals seeking a temporary role in a dynamic, family-focused environment.

### RESPONSIBILITIES

#### UNDERSTANDING PLAY AND CHILD DEVELOPMENT

1. Support CMOM's mission by engaging guests in play-based activities and exhibits.
2. Encourage meaningful interactions through greetings, open-ended questions, and hands-on demonstrations.
3. Help visitors explore exhibits by explaining activities and fostering connections through play.

#### SAFETY AND EMERGENCY PROCEDURES

1. Understand and follow CMOM's basic emergency policies and procedures, including evacuation and lost child response.
2. Report any safety concerns, facility issues, or suspicious activities to management promptly.

#### PROGRAM DELIVERY

1. Assist in delivering seasonal programs, such as holiday-themed events, pop-up activities, and story time sessions.
2. Provide a welcoming and energetic presence during special events and museum-wide celebrations.
3. Share program details and event schedules with guests to enhance their experience.
4. Make museum-wide announcements, gather audiences, deliver introductions and explanations, facilitate processes, and actively model play behavior.

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## CUSTOMER SERVICE/ENGAGEMENT

1. Remain professional, pleasant, patient, and enthusiastic throughout each work shift.
2. Respond to guest inquiries with warmth and ensure a positive visitor experience.
3. Ensure customer satisfaction, within the framework of policies and procedures required by the museum.

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## ORGANIZATION AND CLEANLINESS

1. Keep exhibits tidy and reset them for new visitors throughout the day.
2. Report spills or cleaning needs to housekeeping immediately.
3. Help maintain an organized and clean museum environment during busy seasonal periods.

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## OTHER DUTIES

1. Perform other duties as necessary or assigned.

## QUALIFICATIONS

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### EDUCATION AND EXPERIENCE

1. High school diploma or equivalent preferred.
2. Experience working with children or in customer service is a plus.

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### ADDITIONAL REQUIREMENTS AND SKILLS

1. Clear and concise communication skills in the English language.
2. Excellent communication and interpersonal skills.
3. Flexibility to work weekends, holidays, and in crowded environments during the seasonal period.
4. Ability to stand for extended periods and perform light physical tasks.
5. Positive attitude, attention to detail, and the ability to work independently or as part of a team.
6. Exhibit a welcoming and enthusiastic attitude.
7. Work collaboratively to support seasonal programs and maintain a positive visitor experience.
8. Multitask effectively to meet the demands of a busy seasonal schedule.
9. Ability to do repetitive tasks such as bending down to pick up

The Children's Museum of Memphis is committed to reflecting and representing the diverse communities we serve and ensuring that the specific needs of children in the Memphis Metro Area and beyond are met in every aspect of our organization. The Museum is dedicated to fostering an inclusive environment of understanding and respect for all staff and visitors, and to fulfilling our mission through the principles of diversity, equity, and inclusion.

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