



*Where children play to learn... and grown-ups learn to play!*

### **About the Museum**

Our mission is to provide an environment where curiosity and creativity flourish, while both children and adults learn together through experience. MY Museum presents an environment unique to any other in Monterey County. Constructed as a microcosm of "what makes Monterey special", this 8,500 square foot museum is packed with a variety of hands on exhibits, making each visit unique and exciting.

### **Visitor Experience Associate**

Reports to: Director of Visitor Experience

### **Position Overview**

The Visitor Experience Associate works throughout the Museum including all exhibits and party rooms to ensure that each visitor has a positive museum experience.

### **Major Tasks and Responsibilities**

- Greet and orient visitors upon entry
- Stay informed on all Museum programs, events and policies
- Provide up-to-date information on exhibits and programs available to visitors
- Receive and account for cash, credit card and check payments received for sales of tickets, memberships and store merchandise
- Count and balance receipts as scheduled to ensure accuracy
- Assist visitors as needed throughout their museum visit
- Ensure that MYM policies and procedures are observed and practiced
- Complete daily opening and closing procedures including re-stocking of party supplies and light cleaning
- Assist Directors and Floor Managers as needed

### **Experience/Qualifications**

- Strong customer service experience
- Excellent interpersonal and communication skills
- Attention to detail and follow-through capabilities
- Must be available to work weekends, after hours and holidays as needed

### **Hours**

Part time, must be available weekends and evenings as needed.