



Weekend Guest Experience Lead

Job Summary:

This position is responsible for leading frontline operations and managing front-line staff, including Guest Experience Associates and Play Engineers. The Lead supports the admissions staff in ticket and gift shop sales and provides support in play facilitation. The Lead is responsible for upholding Museum policies and procedures while fostering a safe, positive, and engaging experience for museum visitors. The Lead serves the point person for frontline staff and visitors and helps to make and inform decisions that affect front line operational needs on weekends and select weekdays.

Key Responsibilities:

1. Fulfill position requirements and responsibilities of Play Engineers and Guest Experience Associate as scheduled/needed. This includes but is not limited to:
 - a. Processing admissions and membership transactions
 - b. Accurate cash handling
 - c. Supporting opening and closing procedures
 - d. Replenishing supplies
 - e. Providing breaks and position support for staff as needed
2. Model duties of front-line positions and exceptional standards of customer service, teamwork, communication, and interpretation.
3. Respond to visitors' questions, comments, and concerns. Communicate feedback to Guest Experience Manager and CEO as necessary.
4. Serve as a leadership resource for museum visitors and frontline staff.
5. Rotate through the museum regularly during the day to check in with team members, providing support, and addressing any needs as they arise.
6. Take initiative and use sound judgment to resolve safety, security, or personnel issues promptly while remaining calm and clear-headed.
7. Be knowledgeable about the programming and events offered by the Museum.
8. **Weekends Specifically: Leads disarm the building and open the safe when opening the museum for operations. During closing procedures, the lead helps count cash, puts cash bags in the safe, and sets the alarm.**
9. Perform all other duties as assigned by the CEO and Guest Experience Manager.

Qualifications:

- 1+ year experience in cashiering, guest services, admissions, retail, or a similar customer-facing role
- Proven ability to lead a shift (opening/closing, guiding peers, managing pace during busy periods)
- Strong customer service skills with a friendly, calm, solution-focused approach—especially with families
- Comfortable handling cash, credit card transactions, refunds, and daily balancing
- Basic proficiency with POS systems, tablets, and computers (ability to learn new systems quickly)
- Ability to communicate clearly with staff and guests (in-person and by radio/phone)
- Demonstrated reliability and punctuality; able to be counted on for weekend coverage

- Ability to stand for long periods, lift/move light items (typically up to 25 lbs), and work in a fast-paced environment
- Ability to pass a background check
- Commitment to creating a welcoming, safe, and inclusive environment for all guests

To Apply:

- Submit your resume and a cover letter explaining your relevant experience to info@swlakids.org.