



CAREER OPPORTUNITY

CITY OF LA HABRA, CALIFORNIA
HUMAN RESOURCES DEPARTMENT * P.O. BOX 337 * 90631
110 E. LA HABRA BLVD. * LA HABRA, CA * (562) 383-4000

CHILDREN'S MUSEUM AT LA HABRA

VISITOR SERVICES ASSISTANT (Part-Time)

CHILDREN'S MUSEUM

\$10.50/hr. - \$13.00/hr.

The City of La Habra is recruiting to fill the position of Visitor Services Assistant for the Children's Museum. This is a part-time position working approximately 15 – 25 hours per week including Saturday and Sunday. Additional hours may be required as needed.

DEFINITION:

Under general direction of the Visitor Services Coordinator, assists in supervising the daily operations of the Children's Museum; assists in leading tours, performs various clerical and administrative duties, and provides excellent customer service to the public and over the phone.

ESSENTIAL DUTIES (Duties may include, but are not limited to the following):

- Provides customer service to the public and over the phone.
- Assists in opening and closing the Museum facility.
- Collects and processes admission fees and memberships.
- Leads group tours for visiting schools and community groups.
- Assists in training and assigning work to gallery staff and volunteers.
- Feeds the living animal collection and cleans enclosures.
- Reports all maintenance, exhibit, building, grounds, and security issues.
- Assists museum staff and volunteers working in the exhibits and with related programs.
- Provides general information and directions for all visitors to the Museum.
- Learns and obtains information about all exhibits and outreach programs.
- Oversees the exhibit areas for safety and security purposes.
- Conducts Museum workshops and special events as required.
- Assists with exhibit construction and installation.
- Assists with setting up Museum Activities and Target Free Days.
- Answers phones, operates and balances out cash registers, and assists in the gift shop.
- Assists with booking tours, membership registration, Outreach and Exhibit trunk rental programs, and daily cash deposits.
- Sorts and distributes mail.
- Assists in staffing birthday parties and monitors party supplies.
- Attends bi-weekly staff meetings and visitor service meetings.
- Performs other related duties as required.

QUALIFYING KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Customer relations and public relations techniques, including phone etiquette.
- Safe lifting techniques.
- Safe work practice and procedures.

Ability to:

- Provide excellent customer service to members of the community and all those contacted while performing job functions.
- Supervise the Museum's daily operations efficiently and effectively.
- Lead and train part-time staff and volunteers.
- Work independently and make appropriate decisions.
- Communicate effectively with co-workers and the public.
- Follow oral and written instructions.
- Interact in a positive manner with both children and adults.
- Work in a flexible and creative manner with projects and assignments.
- Operate a cash register, modern office equipment, including computer equipment, Microsoft Office applications, word processing, spreadsheet and graphics software, fax, and copiers.

PHYSICAL AND SENSORY STANDARDS:

The sensory demands of the job typically require speaking, hearing, touching and seeing. The job involves finger dexterity to access, enter and retrieve data using a computer keyboard or calculator and to operate office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers to retrieve and file information. Positions in this classification occasionally lift, move and carry objects that typically weigh up to 25 pounds.

TRAINING AND EXPERIENCE:

A minimum of six months of experience in customer service and working with the general public AND children are required. Education and/or experience in museums, art, educational, recreation, cultural, or other nonprofit organizations is desired. Bilingual English/Spanish is preferred. Early Childhood education is highly desirable.

LICENSE REQUIREMENT:

Must possess and maintain a valid California Class C driver's license.

APPLICATION PROCEDURE:

Applications are available on the City's website at www.lahabraca.gov or in the Human Resources Department. **Completed applications and resume must be submitted to the Human Resources Department and will be accepted CONTINUOUSLY until position is filled.** The City will not accept faxes or resumes in lieu of a City application form. All applications will be screened and those applicants deemed best qualified will be invited to an oral interview. The final candidate must successfully complete a medical exam, drug screening, employment history verification, DMV check, and fingerprint check.

If any accommodation is needed during the interviewing process, please notify the Human Resources Department at least five days in advance of your scheduled appointment so that we may be able to provide a reasonable accommodation.

***This bulletin is not a contract, neither expressed nor implied.
Any provision herein may be modified or revoked.***