



**Job Title:** Birthday and Rental Assistant  
**Reports To:** Director of Visitor Experiences

**Details:** Part-time position, \$9 per hour, 18-24 hours per week, weekends

**About the Museum:**

SciWorks was founded by the Junior League of Winston-Salem in 1964 as a 501(c)(3) corporation that promotes scientific literacy, lifelong learning, and an appreciation of the sciences through innovative educational and recreational experiences. The Children's Museum of Winston-Salem was founded by the Junior League of Winston-Salem and opened its doors as a separate 501(c)(3) nonprofit on November 20, 2004. The Museum is the community's destination to play and learn by experiencing literature, storytelling, and the arts. After a year of conversation, the two museums merged effective July 1, 2016 and in February, 2017 changed their name to Kaleideum. Currently, the two museums operate in separate buildings with a combined 95,000 square feet, 194,000 annual visitors and more than 2,000 members. The new mission of the combined museum is: Inspiring wonder, curiosity, and lifelong learning in our children and community through interactive play and discovery. As a merged entity, we look forward to expanding our museum's commitment to developing exhibits and programming that combine the best features of both - fusing STEM (science, technology, engineering, and math), literacy, and arts education into an integrated approach to learning. We want to help prepare early learners for school and spark all children's imaginations and their desire to learn more.

**Position Summary:** This position is responsible for executing an excellent birthday experience to birthday children and their guests by preparing, and an excellent rental experience by preparing and hosting events at the Museum while providing outstanding customer service.

**Primary Duties and Responsibilities:**

*Parties:*

1. Plan and execute parties based on scheduled bookings.
2. Prepares birthday party room and turns the space in allotted time for each party's theme party.
3. Serves as primary host/hostess during birthday parties. Welcomes birthday party families, and works with parents to facilitate serving food and opening gifts.
4. Provides general bussing of tables and serving of food.
5. Facilitates craft activity and story for birthday party child and guests (if part of party package) with high energy, getting the group to have fun.
6. Assists guests with removal of presents and take aways.
7. Maintain the highest standards of friendly, helpful customer service at all times.
8. Communicates any customer issues to Supervisor on duty for immediate attention and resolution and follows up with Director Guest Services and Rentals.
9. Maintain party supply inventory and communicates any needs to the Director of Guest Services and Rentals.
10. Prepare birthday party favor bags.
11. Confirm parties on a weekly basis.
12. Maintain cleanliness of party rooms as needed.

*Rentals:*

1. Prepare areas that have been rented prior to guests' arrival (including turning on lights, checking for temperature satisfaction, setting up tables, chairs, etc.)
2. Greet rental parties and their guests upon arrival, give directions as needed.
3. Serve as security if needed during rental.
4. Once rental is over, help guests with removal of all items.
5. Return the museum to original condition (take down tables and chairs, turn out all lights, etc.).
6. Be prepared to open and close the museum as needed pertaining to birthdays and rentals.

**Knowledge, Skills, Ability:**

- Ability to communicate with the public, including Museum visitors, teachers, parents/caregivers, and donors, in a courteous and professional manner.



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- Ability to engage with children and adults in a welcoming, energetic, friendly, outgoing and professional manner.
- Ability to react appropriately in a fast-paced environment and ability to communicate effectively with a diverse group of people.
- Reliable and conscientious.
- Problem solving and conflict resolution.
- Ability to work with minimal supervision.
- Ability to speak Spanish preferable, but not required.
- Must be available to work weekends.

**Qualifications:**

*Education*

High School diploma or equivalent required, some college preferred. Will accept a combination of education and experience if it is closely related to job skills needed for the position. Ability to speak Spanish a plus.

*Experience*

Must have a valid North Carolina driver's license with acceptable driving record for the past 3 years and have access to a reliable car. Must have ability to obtain First Aid and CPR certification. 1 or more years' experience in customer service preferred. Interest in working in an educational setting with children birth through 8 and their families.

**Essential Physical Functions:**

On any given day, may be frequently required to do one or more of the following: climbing, stooping, kneeling, crouching, crawling, reaching and lifting up to 25 pounds. May have to stand for extended periods of time and move up to 25 pounds short distances.

**All applicants must submit to a drug test and criminal background check as part of the pre-employment process for Kaleideum.**

To apply, please submit your resume and a museum application to [cmiller@kaleideum.org](mailto:cmiller@kaleideum.org).