



Floor Specialists

Summary: Floor Specialists facilitate Museum exhibits and programs and ensure a quality visitor experience for both parents and children. The ideal candidate for this position has energy, enthusiasm and prior experience working with children as well as understands the importance of quality customer service. Floor Staff MUST be willing to work weekends and holidays. All positions are part-time (15-29 hours/week). All Floor Specialists start at level 1.

Reports to: Floor Manager

Level 1- Major Duties

- Dynamically interacts with guests while circulating in an assigned zone
- Greet guests while presenting a welcoming and comfortable atmosphere
- Conducts short activities, exploration tables and Brain Bites carts, and Curious Kids activities on a regular basis
- Maintains Museum floor and exhibits, including light housekeeping duties in the exhibits to ensure they are clean and reset
- Assists with general crowd control and provides visitors with directions and advisement on areas to visit in the Museum
- Is up to date on museum procedures, policies and events
- Answers guests questions or refers them to the appropriate staff person
- Communicates any customer issues to the Floor Manager, Programs Manager, or Guest Services Manager for immediate attention and resolution
- Have dependable attendance with respectful and enthusiastic attitude

Salary- \$9.50/ hour

Level 2- Major Duties

- All Level 1 duties
- Certified to teach at least 2 of the following categories of interactions: Discovery Center Rooms, Short Programs, or Art Gallery tours (*see changing levels below*)
- Acts as Assistant Camp Teacher
- May develop new short programs, toddler programs, or exploration carts as assigned with assistance and supervision by Coordinators and Managers
- Trained as a shift floater by the Floor Manager
- Trained on POS system and may assist in Guest Services locations

Salary- \$10.25/ hour

Level 3- Major Duties

- All level 1 and 2 duties
- Certified to train other Floor Specialists on at least 2 categories of interactions: Discovery Center Rooms, cart programs, Short Programs, Art Gallery tours, story time, tot programs, art studio programs, accessibility programs or Curious Kids activities.
- Acts as Lead Camp Teacher/ Designer

Salary- \$11.00/ hour

General Qualifications

- High school degree preferred
- Flexible schedule; **Must be able to work weekends and holidays**
- Ability to engage with children and adults in a welcoming energetic, friendly, and professional manner
- Ability to react appropriately in a fast-paced environment
- Ability to stand and walk around for extended periods of time
- Ability to bend, kneel and lift up to 25 pounds
- Bilingual not necessary but appreciated
- Must pass a background check and be fingerprinted. Employment is contingent upon clear background check.

Changing Levels

- A candidate must be in a level a minimum of 3 months before moving to a new level
- In order to be certified in a type of interaction, the staff member must know at least two different programs in their two categories and be observed twice by the Programs Manager or Director of Play and Learning.
- Please note- there may be a maximum number of slots in any level at a given time. Promotion to the next level is not guaranteed and candidates must be able to do ALL duties in the level as well as have supervisor's recommendation to move up

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

To Apply:

Please send cover letter, resume and three references: hrjobs@cmon.org or mail to: HRJobs 15080 Livingston Road, Naples, FL 34109

No phone calls please.

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