

Museum Floor Lead

Sacramento Children's Museum

Are you a natural leader with a passion for play and a knack for organization? We're looking for a high-energy **Museum Floor Lead** to be the heartbeat of our daily operations! From leading team huddles to ensuring every family has a "wow" experience, you'll be the go-to person on the museum floor.

The Essentials

- **Compensation:** \$20.00 – \$22.00 / hour
- **Type:** Part-time, Non-exempt
- **Availability:** Weekend availability is required

Key Responsibilities

As the Museum Floor Lead, you are the bridge between our mission and our visitors. You'll work closely with the Visitor Services Manager to keep the museum running smoothly.

- **Lead the Team:** Manage daily schedules, lead morning and afternoon huddles, and provide confident guidance to staff, volunteers, and vendors.
- **Elevate the Experience:** Deliver exemplary customer service, facilitate educational activities, and resolve visitor concerns with a friendly, professional touch.
- **Drive Success:** Promote museum memberships and group sales while maintaining a strong working knowledge of our point of sale system.
- **Operations & Safety:** Handle opening/closing procedures (including security systems and exhibit troubleshooting), manage cash handling/reports, and react quickly to any emergencies.
- **Continuous Improvement:** Gather feedback from guests and staff to help us constantly level up our visitor experience.

What You Bring to the Table

- **Experience:** At least 2 years in customer service; experience managing a team or working on a ticketing/point of sale system is a huge plus.
- **Skills:** Exceptional communication, "quick-on-your-feet" problem solving, and strong mathematical/cash-handling skills.

- **The "Vibe":** You're great with kids (ages 1–8), bilingual skills are a plus, and you have a passion for our mission.
- **Physicality:** Ability to lift 20 lbs and stay active—this role requires plenty of movement throughout the museum!
- **Education:** High School Diploma or GED required; some college preferred.

Ready to Lead the Fun?

If you're ready to help us create a magical environment for Sacramento's children, we want to hear from you!

To Apply: Submit your resume detailing your relevant experience to info@sackids.org. Please use the subject line: **Museum Floor Lead**

The Sacramento Children's Museum is an Equal Opportunity Employer.