



Guest Relations Lead

Reports to: Museum Manager

Employment Status: Part-Time

Compensation: \$18.75 / hour

POSITION SUMMARY

The *Guest Relations Lead* is a key representative of the Southern California Children's Museum team, who is responsible for leading effective communication between guests and the museum staff. This role is responsible for overseeing bookings for birthday parties, field trips, and other special events, as well as helping guests coordinate and implement their event at the museum.

This role requires an organized person who is professional, confident in guest communication, logistical planning, and enjoys on-site support. The ideal candidate values fostering positive experiences for all visitors, and upholding the museum's commitment to great service and community engagement.

ABOUT US

Southern California Children's Museum is a 501(c)(3) nonprofit organization that engages families and children ages 0-6 in play! Our mission is to champion the power of play to cultivate a child's creativity, spark curiosity, and inspire learning. We believe play is critical to children's growth and learning, and work to create and facilitate a collection of interactive, hands-on exhibits and experiences designed to engage the whole child, support developmentally appropriate learning, and invite all families to play together.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Your job responsibilities will include, but are not limited to:

- **Guest Communication & Booking Management.** Manage the museum's general inbox, responding promptly and professionally to inquiries via email, phone, and in person. Serve as the primary point of contact for educators, parents, group leaders, and external vendors throughout the booking and planning process.
- **Event, Party & Field Trip Coordination.** Coordinate all aspects of reservations using Acuity, including scheduling, add-ons, guest counts, vendors, timelines, and setup standards. Guide guests through museum policies and procedures to ensure safety, capacity limits, and chaperone ratios are met. Adjust plans as needed based on guest feedback, changing needs, or operational considerations.
- **Onsite Event Leadership.** Act as the onsite point of contact for parties, field trips, and events. Oversee event setup, execution, and breakdown, ensuring a smooth and positive guest experience.
- **Internal Collaboration & Staffing Coordination.** Communicate event details, staffing needs, and logistical requirements to museum leadership and floor staff. Collaborate with museum team members to ensure events are adequately supported and aligned with daily operations.

- **Administrative Oversight.** Maintain accurate records related to bookings, invoicing, attendance, payments, and required vendor insurance documentation. Support museum admissions as needed, including ticket sales, admissions reporting, and updating master calendar for staff-facing information across platforms.
- **Guest Experience & Professional Conduct.** Engage with guests of all ages in a welcoming, respectful, and professional manner. Modeling professionalism and positive communication for team members. Foster an environment that reflects the museum's values of creativity, inclusion, and community connection.
- **Other duties as assigned.**

QUALIFICATIONS

Required:

- Must be 18+ years of age
- Full day availability on Fridays & Saturdays.
- Competent and comfortable using digital devices and programs that include, Microsoft Office, Google apps, Square, and other computer systems.
- Comfort engaging with children and families.
- Works well under direct and indirect supervision.
- Ability to adapt to changes in the work environment in a timely and appropriate manner.
- Clear and informative communication skills, orally and written.
- Is a punctual, dependable and reliable person.
- Ability to stand and be active for up to 8 hours.
- Able to pass a background check.

Preferred:

- At least 1 year of customer service experience is preferred.
- Prior experience with nonprofits, museums, or family-serving organizations
- Bilingual

JOB DETAILS

Job Type: Part-time

Classification: Non-Exempt

Reports to: Museum Manager

Schedule: 16-28 hours a week on average. Two full day shifts on Friday & Saturday plus additional ½ day or full day shifts on set weekdays

Pay: \$18.75 / hour

This job description is intended to provide a general overview of the position and does not encompass all tasks that may be assigned. We are an Equal Opportunity Employer and do not discriminate based on race, color, religion, sex, national origin, age, disability, or veteran status. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of the job.

BENEFITS

- **Paid Time-Off.** Based on your start date, you will accrue five (5) personal leave days per year. Personal leave is referred to as paid time-off (PTO) and includes time used as sick leave. Unused PTO can be accrued up to five (5) days per year. All hours above and beyond those five (5) days will be forfeited each year and will not be carried over to future years. PTO may not be used in the event you give notice of intent to terminate your employment.
- **Optional Retirement Savings Account via CalSavers:** you have the option to contribute a portion of each paycheck to an Individual Retirement Account (IRA)
- **Holidays.** As a children's museum, the nature of our business requires SCCM to be open 7 days a week on a year-round basis. Should you be scheduled to work on one of the holidays below, you will be paid double-time.
 - New Year's Day – January 1
 - Memorial Day – May 31, observed on the last Monday in May
 - Independence Day – July 4
 - Labor Day – first Monday in September
 - Thanksgiving – fourth Thursday in November
 - Christmas – December 25