

Experience Team- Birthday Party Concierge

Report To: Museum Experiences Manager

Position Type: Part Time/Non-exempt

Summary: Responsible for the execution and set up of birthday party rooms. Coordinates birthday party logistics including add on features and reports birthday supply inventory to the Sales and Marketing Coordinator and the Museum Experiences Manager. Ensures a quality experience for birthday party guests at all times through a variety of hospitality oriented tasks.

Work Schedule and Conditions: Schedules will be developed in a monthly pattern. Weekends and some weekdays required. The Birthday Party Concierge may occasionally be required to assist in lifting and carrying heavy materials.

Primary Responsibilities and Duties include, but are not limited to:

1. Providing the highest standards of customer service.
2. Working with experience staff to offer excellent birthday party experiences for our guests.
3. Ensuring classroom spaces are properly cleaned, organized, and materials stored in appropriate areas.
4. Maintaining birthday party schedules and organization of birthday party set up forms.
5. Ensuring that all birthday party materials are inventoried and replenished as necessary.
6. Resetting birthday party spaces in a timely manner for the next scheduled event.
7. Assisting with the check-in of all birthday party families.
8. Ensuring that the birthday party guests are having a quality experience by occasionally engaging with them.
9. Distributing a survey to the birthday party parent at the end of the party.
10. Representing EdVenture in a professional manner when responding to questions and concerns of the guests and volunteers.
11. Reporting conditions of the exhibits to the appropriate staff and performing first-line response to making the exhibits safe for visitors.
12. Responsible for all phone calls received at the reception desk when needed.
13. All other duties as assigned.