

Visitor Experience Specialist – Full-Time

Department: Visitor Experience

Reports To: Visitor Experience Supervisor

Position Type: Full-Time

Primary Work Location: Durham Children's Museum, with museum-wide assignments as needed

Position Summary

The Visitor Experience Specialist helps create a welcoming, safe, and engaging experience for Museum visitors. Primarily assigned to the Durham Children's Museum, this position supports admissions, front desk operations, visitor activities, public-space readiness, and daily Museum operations.

This is a museum-wide role. Employees receive cross-training and may be assigned to the Art Museum, Planetarium, historic buildings, special events, or other visitor-facing areas based on Museum needs.

Key Responsibilities

- Welcome visitors and provide accurate information about admissions, memberships, exhibitions, programs, and Museum policies.
- Process admissions, registrations, transactions, and other front desk activities.
- Maintain dependable front desk and visitor-area coverage.
- Help keep public spaces clean, safe, organized, and ready for visitors, including routine cleaning and restroom care.
- Support activity stations, school visits, public programs, rentals, and special events.
- Learn the basic operations and visitor experience expectations of multiple Museum buildings.
- At the Planetarium, keep an accurate tally of dome-show attendance, enter attendance totals into the Museum's point-of-sale system, and assist visitors entering the theater after the lights have been dimmed.
- Communicate professionally with visitors, families, coworkers, volunteers, and community partners.
- Follow Museum procedures related to safety, attendance, cash handling, opening, closing, and daily operations.
- Perform other related duties as assigned.

Qualifications

- Strong communication and customer-service skills.
- Dependable, professional, and attentive to visitor needs and safety.
- Comfortable working with children, families, and the public.
- Able to follow procedures, schedules, checklists, and supervisory direction.
- Willing to work throughout the Museum campus and support a variety of visitor-facing responsibilities.
- Bilingual English/Spanish skills are preferred but not required.

Physical and Schedule Requirements

The position requires regular standing, walking, bending, reaching, light cleaning, and moving routine supplies or materials. The employee must be able to lift or carry up to 30 pounds, with or without reasonable accommodation.

Weekday, weekend, evening, holiday, program, and special-event assignments may be required based on Museum needs.

How to Apply

Please send resumes to gwashburn@museumsw.org.