



Part Time Team Member

Location: Wilmington, NC

The Children's Museum of Wilmington

The Children's Museum of Wilmington has been serving the greater Wilmington area for over 25 years. Nestled in the downtown Historic District, the Museum boasts over 15,000 square feet of indoor and outdoor interactive exhibit space. The Museum offers programming, field trips, outreach, camps, birthday parties, and facility rentals. Our mission is to provide a welcoming and engaging environment that promotes hands-on art, science, and literacy-focused learning for children and families. Learn more at playwilmington.org.

Hours:

Part-time, varied weekly schedule with flexible hours

Labor Day through Memorial Day: Tuesday - Saturday 8:30 am - 5:30 pm; Sunday 12:30 pm - 5:30 pm

Memorial Day through Labor Day: Monday - Saturday 8:30 am-5:30 pm; Sunday 12:30 pm - 5:30 pm

Occasional mornings and nights required as needed to support rentals and special events

Job Description:

The Children's Museum of Wilmington is seeking energetic and hardworking individuals to join our fun team atmosphere. Part Time Team members greet and share information with visitors, promote Museum offerings, provide great customer service, and ensure exhibit spaces are clean and presentable at all times. Staff embrace friendliness, professionalism, reliability and initiative in this role. We pride ourselves on offering a safe, welcoming, and engaging environment for families near and far! This role offers the opportunity for growth within the Museum, with potential advancement to Shift Lead and, subsequently, Weekend Manager for team members who demonstrate reliability, leadership, and a strong commitment to guest experience and safety. This position reports directly to the Guest Relations Coordinator or lead Weekend Manager during weekend shifts.

Duties & Responsibilities:

Customer Service

- Welcome and greet guests, offer navigational and program information, answer phone inquiries, share museum rules, and direct guests to appropriate team members
- Interact professionally with all guests, staff, community partners and Board members
- Serve as Museum ambassador by being a friendly and knowledgeable point of contact improving guests' overall experience

Operations

- Maintain current knowledge of museum procedures, policies, and information related to safety, program offerings, and other related information
- Complete cleaning projects for facility upkeep including laundry and maintain, sanitize, and disinfect exhibits and toys throughout the day in accordance with specific cleaning protocols
- Assist guests with exhibits, including Interactive Floor and other exhibits as needed
- Assist with birthday parties from beginning to end, including party room setup, guest assistance, activity facilitation, and post-party cleanup

General

- Operate point of sales system, Altru
- Promote and process Museum memberships, Birthday Parties, Field Trips, and special event sales
- Promote camps, daily programs, events, and any other offerings directly affiliated with the Museum
- Be comfortable engaging appropriately with guests of all ages, including children ages 0-10 years
- Assist with Museum educational programs and special events as requested or scheduled
- Additional duties as assigned

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required.

Preferred Qualifications:

- Weekend availability required
- Experience working with children and in a customer service setting
- Ability to communicate effectively, multitask, and work in a team and independently
- Basic computer skills including familiarity with Microsoft Office and Google Workspace

Starting Range: \$11 - \$12 an hour; pay increases and growth opportunities determined through performance and tenure.

To apply, please submit a resume to careers@playwilmington.org with the subject line: Part Time Team Member. Letter of interest optional but encouraged.

The Children's Museum of Wilmington is committed to equal opportunity for all employees and prospective employees without discrimination based upon race, color, religion, national origin, sex, age, personal appearance, sexual orientation, political affiliation, family responsibilities, disability, marital status, or any other category protected by law. This policy applies to all aspects of employment at The Children's Museum of Wilmington, including, but not limited to, recruitment, promotion, compensation, benefits, training and development, access to facilities, discipline, separation of employment, and other terms and conditions of employment.

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