



Visitor Services & Guest Experience Internship Learning Plan

Role: Visitor Services Intern

Pay Status: Unpaid

Mentor: Visitor Services Manager

Department: Visitor Services

Classification: Intern Volunteer

Time Span: 6 months, 8-12 hrs/week

Summary:

The Children's Museum of Phoenix is looking for a motivated, outgoing individual to contribute to our Visitor Services team. The Visitor Services intern will have the opportunity to work in a fun, playful environment, learn new skills, and directly assist the Visitor Services Manager by taking ownership of a wide range of projects related to the field of Business Management. The intern will create a new Visitor Services Manual, be responsible for creating and maintaining a Museum Staff Newsletter, and participate in on-boarding and training timelines and procedures. This internship is intended to be educational and will give the needed experience and skills to anyone looking to enter into Business Management as a career. The intent is that the intern gains a better understanding of a Management role in a non-profit setting.

Main Knowledge Objectives *(This is a list of what the intern can expect to learn)*

- Leadership skills
- Staff development
- Create processes and procedures for interviewing, on-boarding, and staff training
- Day-to-day training with floor staff, as well as long-term employee training and development
- Create a purposeful, meaningful group interview process
- Build a handbook for all Museum exhibits
- Understand non-profit operations

Qualification/Requirements:

- Organized and dependable, with high attention to detail
- Positive, fun-loving attitude, and a desire to learn new skills
- Customer Service experience
- Working knowledge of Microsoft Office Suite is a must
- Leadership experience
- Excellent writing and editing skills with a great understanding of English grammar and language
- Skills in presentation and interpersonal relations
- High level of professionalism, be on time and meet deadlines
- Performs well in environment that values creativity, flexibility, enthusiasm, and adaptability
- Prefers challenges, new ideas, spontaneity, and thinking outside the box

Education Requirements:

- College/University Junior or Senior Working towards a Business Management Degree. Graduate students may also apply.

Physical Requirements:

- Must be able to sit for extended periods of time in front of a computer and must have excellent communication skills (i.e., communicate clearly and effectively in both written and spoken English).

To apply, please go to <http://childrensmuseumofphoenix.org/>, click on the "About Us" and then the "Job Opportunities" pages. Download the internship application and send with resume (if applicable) to the following:

Marisa Camarillo
Volunteer and Community Relations Coordinator
E: mcamarillo@childmusephx.org
P: 602-648-2754
F: 602-307-9833