



DREAM BIG CHILDREN'S CENTER, INC.

JOB DESCRIPTION

Job title	Play Center Leader
Reports to	Manager
FLSA Classification	Part time, non-exempt

JOB PURPOSE

To monitor facility operations, ensure the safety and positive experience of guests, maintain cleanliness of facility and provide excellent customer service.

DUTIES AND RESPONSIBILITIES

- Open/close facility
- Greet and check in/out guests. Inform guests of the playground layout, events, activities, exhibits and educational and child development materials available
- Provide excellent customer service by interacting with guests, answering questions and resolving problems
- Ensure the safety and well-being of guests
- Engage guests, facilitate education through play, model developmentally appropriate play, and provide grown-ups educational and child development feedback
- Learn and understand the educational value of the activities and how play assists in the development of the child
- Complete necessary procedures to assure that cash and charge transactions are promptly and accurately collected
- Monitor the equipment and guests regularly to ensure safety and cleanliness
- Clean play area and bathrooms as needed during open times and at the end of day
- Restock supplies
- Provide information regarding sales for daily admission, memberships, parties/events and products
- Assist with setup and cleanup of birthday parties and events
- Answer calls and emails, monitor social media sites
- Assist with other administrative tasks as needed
- Carry out emergency procedures and protocol for incidents when necessary
- Take instruction from supervisor to perform other functions as assigned
- Other duties as assigned

QUALIFICATIONS

- Experience with children and customer service
- Must be able to work Saturday AND Sunday and have flexibility to work during week
- Ability to establish and maintain effective working relationships with team
- College level classes in Early Childhood Education or Psychology preferable
- Experience working with young children and families, non-profit, or museum experience preferred
- Experience in the Visual & Performance Arts a plus
- Experience with party planning, hosting, decorating a plus
- Working knowledge of English grammar, spelling and punctuation
- Working knowledge of computers, POS systems, tablets and other technology
- Ability to coordinate multiple tasks and priorities
- Ability to identify and solve standard problems and refer more complex problems to supervisory staff
- Ability to perform basic math functions and communicate verbally and in writing
- Must maintain a pleasant attitude and represent the company with a clean and modest personal appearance
- Be open to learning and adapt to changes as they arise
- Appreciation for hands-on learning, exploration, developmentally appropriate practices and imaginative play
- Fluency in Spanish or Chinese a plus
- Actively pursuing a AA or higher degree in education or child development preferable but not required to apply

WORKING CONDITIONS

This position requires working in the client's homes, schools and daycares. These environments are not controlled by the company and the employee may experience uncomfortable temperature, disordered rooms, loudness, non-preferred smells etc. The company will work with employees and clients to make the work environment as comfortable as possible, however there are some conditions that are beyond the company's control. In the event that the employee is not comfortable in an environment, they may request to be transferred to another client. Dream Big will not require employees to work in any environment in which they do not feel comfortable.

PHYSICAL REQUIREMENTS

Lifting 20 pounds maximum with frequent lifting and/or carrying objects up to 10 pounds. Frequent standing, walking, running, squatting, bending over, kneeling and sitting on the floor.

DIRECT REPORTS

Center Manager

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Upon request reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions unless doing so would create undue hardship for the company.

This is not an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in workload, business needs, or technological advances.)

This is not a contract of employment and is not intended to provide an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with this job. Management reserves the right to revise the job requirements and/ or to require that other or different tasks be performed at its discretion.

I hereby acknowledge that I have read and understand the duties, requirements and responsibilities of my position with Dream Big Children’s Services/Dream Big Children’s Center, Inc. as outlined in this job description.

Applicant Name –Please Print

Applicant Signature/ Date

Approved by:	<i>Cristina Cordeiro, Owner/Executive Director</i>
Date approved:	<i>4/19/16</i>
Reviewed:	