



Discovery Park of America Human Resources

Job Description

Date Opened:	
Date Updated:	Oct. 27, 2025
Title:	Guest Experience Associate
Reporting to:	Guest Experience Manager
Ful/Part-time:	Part-time
Exempt/Non-Exempt:	Non-Exempt

Description

Guest Experience Associates are the face of Discovery Park of America, responsible for delivering a world-class museum experience to more than 150,000 guests annually. This role is centered on supporting Discovery Park's mission to inspire our guests to see beyond their current level of knowledge by creating a welcoming, memorable, and enriching experience for all visitors. Diplomacy, patience, positivity, creativity, and a willingness to learn are all characteristics of the successful candidate for this role.

Duties and Responsibilities

- Maintain a strong **customer service and hospitality mindset** as the primary focus, always ensuring a helpful and professional attitude and appearance.
- Greet and engage with visitors, answering questions and providing information about Discovery Park's facilities, galleries, exhibits, programs, and upcoming events.
- Operate and monitor our ticketed attractions, ensuring a smooth and enjoyable experience for guests.
- Conduct regular walkthroughs of all museum galleries and children's play areas, ensuring a clean, safe, and orderly environment. This includes tidying spaces, ensuring exhibits are presentable, and enforcing museum policies.
- Identify and report damaged property, non-working interactives, safety concerns, and maintenance issues to the appropriate personnel.
- Respond to and assist with on-site emergencies, such as missing children, severe weather events, medical situations, and building evacuation procedures.
- Perform daily opening and closing duties, including preparing spaces for guests and securing them at the end of the day.
- Demonstrate a high degree of flexibility and adaptability by readily adjusting to shifting daily priorities, evolving policies and procedures, and occasional necessary adjustments to the work schedule.
- Collaborate effectively with all internal departments to swiftly address guest needs and requests.



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Qualifications and Skills

- **Attitude and Demeanor:** Must have a proactive and positive attitude with a passion for helping others. Ability to interact patiently with guests of all ages, especially children. Ability to remain calm and focused in a high-traffic and high-sensory environment.
- **Communication:** Must have strong communication skills, both written and verbal, and excellent interpersonal skills.
- **Reliability:** Must be reliable, flexible, and punctual. Ability to take direction and follow through to achieve goals.
- **Physical Requirements:** Must be able to stand and walk for extended periods. Physically able to lift and carry objects up to 25 lbs., climb stairs, stoop, and bend. Adaptable to working in a variety of indoor and outdoor temperatures and weather conditions.
- **Availability:** Must be available to work Saturdays, Sundays, summer holidays, and occasional evening events.
- **General Requirements:** High school diploma or equivalent. Basic computer skills. Ability to work independently and as part of a team.

Please note this description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Additionally, the successful candidate will demonstrate a positive attitude, a willingness to learn, a proven commitment to DPA and a strong desire to succeed.

To apply, fill out the job application on our website and email your resume to jobs@discoveryparkofamerica.com, fax to 731-885-7276 or drop off at the Discovery Park ticket window.