



Visitor Services Assistant (VSA)

Reports to: Manager of Visitor Experience

Position Classification: Regular, Part-Time

Wage Classification: Hourly, Non-Exempt, \$13 per hour

Date: February 2026

To apply: Please send a 1) Cover Letter and 2) Resume to Kysim Gardner, Manager of Visitor Experience, kysim@smithplayground.org

Job Summary

Visitor Services Assistants (VSAs) are the friendly, welcoming face of Smith Memorial Playground & Playhouse. VSAs greet and engage visitors with enthusiasm, actively interact with children and caregivers, and serve as play ambassadors who support joyful, safe, and inclusive play experiences throughout the site.

VSAs work as part of a collaborative team to support both indoor and outdoor play spaces. This role is ideal for individuals who enjoy working with children, thrive in an active environment, and want to play a meaningful role in creating positive visitor experiences.

Essential Functions

- Greet visitors and provide information, directions, and assistance as needed
- Welcome and check in visitors at the outdoor kiosk
- Inform visitors of safety guidelines and help ensure they are followed
- Supervise play areas, including the Giant Wooden Slide
- Lead and encourage unstructured play and nature-based activities
- Maintain organized and clean indoor play spaces across all three floors
- Ensure toys and materials are returned to their designated locations
- Assist with daily visitor attendance tracking
- Support the Smith Store by selling items and handling basic transactions
- Maintain clean, tidy, and safe personal workstations and shared spaces
- Perform light maintenance tasks as needed

- Assist with birthday parties, group visits, and special activities
- Support seasonal activities, including the summer book giveaway
- Learn and share Smith's history, culture, and mission with visitors
- Communicate effectively with coworkers
- Contribute to a positive, team-oriented work environment
- Arrive on time and work scheduled shifts reliably

Qualifications

- Friendly, welcoming, and comfortable engaging with children and families
- Enjoys active, hands-on play in a lively environment
- Strong communication skills and a team-oriented attitude
- Reliable, punctual, and able to follow schedules and procedures
- Willing to learn and apply safety guidelines and playful learning practices
- Comfortable working both indoors and outdoors
- Able to remain active throughout shifts, including standing, walking, and light lifting

Background Clearances (Required)

As a condition of employment, all Visitor Services Assistants must obtain and maintain the following **Pennsylvania child-related clearances**:

- **Pennsylvania Criminal History Record Check**
- **Pennsylvania Child Abuse History Clearance**
- **FBI Federal Criminal History Record Check** (fingerprint-based)

Clearances must be current and satisfactory prior to the start date. Smith Memorial Playground & Playhouse will provide guidance on how to obtain required clearances.

Disclaimer

The above statements describe the general nature and level of work performed in this role. They are not intended to be an exhaustive list of all responsibilities, duties, or working conditions. This document does not create an employment contract, implied or otherwise, and employment is at will.