

Position: Visitor Services Facilitator



Group: Visitor Services

Reports to: Visitor Services Manager

Date last updated: 10.20.2018

FLSA status: Up to 29 hours per week (part time); NON-exempt (hourly)

Entry level positions start at minimum wage

To Apply: Send cover letter and resume to Karen Enriquez via tmarquez@explora.us

Position Summary:

Visitor Services Facilitators are responsible for greeting and interacting with visitors at Explora. They create warmth and welcome at admissions, facilitate visits according to Explora's pedagogy, maintain exhibit components, help customers in Ideas, the store at Explora, and demonstrate stellar customer service throughout. Visitor Services Facilitators also work to deliver meaningful programs by facilitating events such as Birthday Parties, Outreach programs, and working with visiting school groups.

Essential Duties and Responsibilities

- Create warmth and welcome for all Explora visitors.
- Apply Explora's pedagogy to help visitors engage with exhibits.
- Demonstrate stellar customer service at all times.
- Ensure exhibit areas are clean and functional.
- Conduct demonstrations, activities and programs on the exhibit floor.
- Facilitate educational programs, both on-site and through outreach.
- Ensure emergencies on the exhibit floor are handled properly.
- Deal appropriately with visitor comments/concerns.
- Must comply with all operational policies, especially those involving the safety of fellow workers, volunteers and visitors.
- Must maintain a current and valid driver's license to perform work duties if position requires activities that require travel.
- As a condition of employment, employee may be required to work weekends and/or after hours, as business needs dictate.
- Perform cashier duties at Admissions and Retail desks.
- Answer phones; respond to or route calls appropriately.

Minimum Schedule Requirements:

- Must work one Family Science Night, either on Tuesday or Thursday from 6-9pm
- Must attend a weekly meeting on either Thursday or Friday from 3-4 pm
- Must work one weekend shift
- Flexibility to sign up for evening special events at least 3 quarterly
- Must work a minimum of 20 hours a week

Work Conditions:

- Requires standing and/or walking, with regular need to perform physical actions that include, sitting, stooping, kneeling, crouching, reaching, handling materials, pulling, carrying and pushing.
- May occasionally require lifting of various materials and equipment to a maximum of 30 pounds.
- Facility may expose employee to loud noise levels, temperature changes and physical obstacles.

Employment Screening and Compliance:

- Background check required

- Employee must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and client/customers
- Employee must maintain a current and valid driver’s license to perform work duties if position requires activities that require travel by motor vehicle, whether personal or company car

Employee Acknowledgement:

This job description is intended to convey information essential to understanding the scope of this position. It is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. Explora maintains the right to augment or delete duties and responsibilities as business needs dictate.

I have read and understand the entire contents of this job description, including the work demands and expectations of this position. I understand that my employment at Explora is employment “at will” and may be concluded at the convenience of Explora Science Center and Children’s Museum of Albuquerque. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. I further believe to the best of my knowledge that I am able to perform these duties and responsibilities. If I determine that an accommodation may be necessary at a later date, I shall notify my employer. I understand that my employer maintains certain rights as well under the *Americans with Disabilities Act (ADA)*.

Employee signature

Date signed

Director signature

Date signed

Explora Science Center & Children’s Museum IS AN EQUAL OPPORTUNITY EMPLOYER