

Explora Job Description



Group: Visitor Experience

Position: Visitor Experience Facilitator

Reports to: Manager of Visitor Experience

FLSA status: PT hourly (min 20 hrs/wk up to 29 hrs/wk)

Starting Rate: \$13.50

Position Summary:

Visitor Experience Facilitators are critical Explora team members who create a fun, safe and enriching environment for Explora visitors every day. Visitor Experience Facilitators communicate warmth and welcome at admissions, embody Explora's hands-on experiential pedagogy through exhibit facilitation, maintain and clean exhibit components, and demonstrate stellar customer service throughout. Visitor Experience Facilitators also work to deliver meaningful programs by facilitating events such as Birthday Parties, Public Programs, and working with school groups.

Explora is committed to building a culturally diverse staff that reflects the demographics of New Mexico and strongly encourages applications from candidates of color.

Essential Duties and Responsibilities:

- Create warmth and welcome for all Explora visitors.
- An expressed interest in STEAM (Science, Technology, Engineering, Art, Math) topics and phenomena
- Direct and assist Explora visitors and school groups, as needed.
- Demonstrate excellent customer service and create a welcoming atmosphere at all times; deal appropriately with visitor comments and concerns.
- Maintain museum exhibits; Ensure exhibit areas are clean and functional as well as perform regular preventative maintenance.
- Facilitate demonstrations and STEAM activities for a variety of audiences in Explora exhibition spaces, classrooms, and birthday parties, according to Explora's hands on, experiential pedagogy.
- Facilities Riders on Explora's High Wire Bike following all established safety procedures.
- Perform cashier and administrative duties at Admissions and Retail desk. Adhere to best practices for cash handling.
- Interact professionally with all levels of management, peers, co-workers, partners, and vendors. Ability to coordinate with other groups as needed.
- As a condition of employment, employees must be available to work weekends and/or after hours, as business needs dictate.

Minimum Qualifications:

- Enjoy working with a high volume of visitors
- Ability to work both independently and with a team
- High school diploma or GED
- Prior experience working with children preferred but not required, interest in working with children required
- Must be able to work a minimum of 20 hours per week, including one weekend shift

Functional Work Characteristics:

- Requires sufficient skills to work in a business environment, including organizing, coordinating, exercising daily decision-making, analyzing, and interpreting
- Requires effective eye-and-hand coordination and manual dexterity
- Requires standing and walking approximately 75% of the time, with regular need to perform physical actions that include sitting, stooping, kneeling, crouching, crawling, reaching, handling materials, pulling, carrying, and pushing
- May occasionally require lifting of various materials and equipment to a maximum of 50 pounds

Work Conditions:

- Most essential duties are performed in a museum and office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting.
- Museum facilities may expose incumbent to high noise levels, temperature changes, liquid nitrogen, helium gas, electrical exposure, pool level chlorine, unpredictable ventilation, dust, and physical obstacles.
- Work is normally performed in an area of limited privacy.

Employment Screening and Compliance:

- Must pass a federal background check upon employment
- 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 includes 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, like all New Mexico employment, is "at will" and may be concluded at the convenience of the Explora. I am aware of my right to notify my employer of any reasonable accommodation that may be necessary to perform this work. Further, I 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

Director signature

Date

EXPLORA IS AN EQUAL OPPORTUNITY EMPLOYER