



Job title	<i>Floor Education Assistant</i>
Reports to	<i>Education Manager</i>
Department	<i>30-304</i>
Grade	<i>2</i>

Job summary

The Floor Education Assistant assists in facilitating programming for the visiting public, including schools, families, children, and adults.

Duties and responsibilities

Primary functions:

- Facilitates exhibits to museum visitors
- Sustains a safe and secure environment for students, museum guests and staff
- Communicates professionally regarding Discovery Lab's activities, events, and attractions to visitors in the museum
- Establishes a strong understanding of the museum to be able to answer general questions by guests

Secondary functions:

- Maintains integrity and appearance of Discovery Lab's exhibits and public spaces on a daily basis
- Assumes tasks and responsibilities as assigned by the Education Manager

Qualification requirements

Knowledge and skills:

- Ability to follow basic instructions
- Effective customer service skills
- Professional communication skills, both written and oral
- Organized attention to detail
- Recognize and respond appropriately to safety and security issues

Education and work experience:

- High School diploma or equivalent combination of experience and education
- Customer service experience

Preferences:

- Fluency in a language in addition to English to support Discovery Lab's mission and objectives

Working conditions

This job is a regular, part-time, non-exempt, hourly position. The typical work schedule for this job will be Saturday 9am -5:30pm and Sunday 11am – 5:30pm. Occasional after hours events are required. Moderate to loud noise environment.

Physical requirements

5% Sitting, 85% Walking/Standing, 10% Lifting/Carrying/Pushing/Pulling no more than 10-30 lbs.

Additional requirements

- Pre-employment and/or pre-duty checks, such as criminal background check, alcohol and drug test, and reference checks

Direct reports

None

Approved by:	
Date approved:	
Reviewed:	

This position description is representative of the major position requirements and is not intended to be all inclusive.

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