



Job title	<i>Exhibit Facilitator</i>
Reports to	<i>Visitor Engagement Manager</i>
Department	<i>50-000</i>
Grade	2

What we want

Facilitate the child/adult visitor interaction with exhibits by encouraging and modeling the importance of open-ended and multiple outcome experiences. Work collaboratively with other staff to ensure a warm welcoming approach to visitors. Maintain a safe, educationally sound, hospitable, and aesthetically pleasing environment at the museum.

What you'll do

Primary functions:

- Facilitate exhibits to deepen museum visitors' learning experiences during exhibit play
- Responsible for floor operations, visitor safety, and exhibit readiness, including but not limited to the cleaning/disinfecting of exhibits and program materials, during assigned shifts, and special events/programs, and museum rentals.
- 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
- Provides excellent customer service to visitors
- Responsible for following proper opening and closing procedures for museum floor operations, as assigned.
- Recognize, appreciate, and mentor volunteers; advocate for the volunteer experience
- Regular punctual attendance
- Must adhere to appropriate dress code.

Secondary functions:

- Maintains integrity and appearance of Discovery Lab's exhibits and public spaces on a daily basis
- May perform visitor observations.
- May assist Visitor Services or Facilities/Exhibit staff, as needed
- Encourage communication and enhance team support/spirit among the Discovery Lab staff.
- Assumes tasks and responsibilities as assigned by the Visitor Engagement Manager

What you'll need

Knowledge and skills:

- Exceptional customer service skills
- Fun, positive attitude
- Ability to follow basic instructions
- 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

How you'll work

This job is a regular part-time, non-exempt, hourly position. The typical work schedule for this job will be dependent upon staffing needs. Occasional after-hours events and weekends 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

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

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