

WONDERLAB MUSEUM OF SCIENCE, HEALTH AND TECHNOLOGY

JOB DESCRIPTION

POSITION TITLE:	Assistant Gallery Operations Director
PURPOSE:	Create a positive, welcoming impression of WonderLab to all museum visitors and represent WonderLab as a place that values curiosity and learning, outstanding customer service and the power of community volunteerism. Assist gallery operations director with oversight of core visitor-oriented services: serve as gallery floor manager as scheduled, prepare the exhibit galleries at the start of each day and monitor the galleries during museum open hours, assist visitors at exhibits and encourage playful experimentation, supervise and support daily team of gallery volunteers, present science demonstrations and activities, and address facility maintenance and safety issues. Serve as birthday party coordinator and oversee a successful birthday party program, ensuring that visitors have positive interactions, outstanding customer service, and that the program meets annual budgetary goals. Overall, provide experiences that represent WonderLab's core values of connecting people to their sense of wonder through initial "wow", unexpected and surprising things, and moments of deeper understanding and discovery.
REPORTS TO:	Gallery Operations Director
STATUS:	Full time, salaried (40 hours/week) with weekend and occasional evening hours (Fair Labor Standards category "non-exempt").
SALARY:	\$23,400 to \$24,000 annually, depending on experience
START DATE:	July 1, 2017
BENEFITS:	Paid holidays and paid leave. Health, vision and dental insurance benefits are available. WonderLab also provides life insurance, long-term disability insurance, free WonderLab membership at dual or basic family level and a 20% discount in the gift store.

Key Responsibility Area: **Assist with Management of Gallery Operations**

Specific Duties:

- Provide a welcoming environment by maintaining neat and orderly appearance of exhibit galleries, lab rooms, café/vending area, and bathrooms; identify and address gallery maintenance and safety issues. Open museum and prepare galleries at start of day; oversee shut down at close.
- Provide outstanding customer service and offer information and assistance to museum visitors.
- Present an upbeat and positive demeanor that represents WonderLab as a place that values curiosity and encourages playful experimentation. Engage visitors at exhibits and activities by actively promoting a curiosity about science and interpreting exhibits within the framework of inquiry and playful learning.
- Supervise group visits during scheduled hours.
- Work with gallery department staff to learn and present science demonstrations, as scheduled.
- Implement safety, emergency and lost child procedures, as outlined in Emergency Action Plan.
- Serve as the primary supervisor for volunteers during their shift. Provide ongoing support to volunteers to improve their customer service skills, ability to engage visitors and interpret exhibits, and by promoting the critical role volunteers have at WonderLab. Keep volunteer department staff informed about individual volunteer performance.
- Work in close association with the gallery operations director and volunteer department staff to develop and implement support strategies that cultivate WonderLab's volunteer program.
- Assist with volunteer orientation sessions and other trainings.
- Assume gallery operations oversight when gallery operations director is not available.
- Serve as floor manager at occasional evening facility rental events, as needed.

Key Responsibility Area: **Oversee and Coordinate Birthday Party Program (approximately 5-7 hours/week)**

Specific Duties:

- Hire, train, supervise and evaluate interns to efficiently support the birthday party program as party hosts and to provide an outstanding experience; including basic customer service, party protocols, science activities, and ways to engage birthday visitors by actively promoting a curiosity about science within the framework of inquiry and playful learning.
- Maintain a current birthday party spreadsheet with schedule and revenue information.
- Distribute party schedule to interns, schedule party hosts and update calendar as necessary.
- Host birthday parties as needed.
- Maintain positive relationships with birthday families and guests.
- Manage party supply inventory and expense summary; purchase supplies within allotted budget.
- Research and develop new activity options to meet customer satisfaction and revenue goals.
- Schedule quarterly birthday party program meetings with planning team (museum visit coordinator, marketing director, education director).
- Submit monthly birthday party budget reports at the end of each month to the executive director.

Key Responsibility Area: Coordinate Gallery Science Art Installations

Specific Duties:

- Schedule and coordinate art exhibitions; including serving as primary contact person for artists, arranging for delivery, and installation of artwork.
- Work with Education Department, as scheduled, on *Science of Art* programs, grants and arts-related activities.

Key Responsibility Area: Other

Specific Duties:

- Provide effective training, supervision and evaluation of work-study students, interns and volunteers, as assigned.
- Assist with special after hour events and evening rentals.
- Comply with all administrative policies and procedures described in employee handbook.
- Special projects and other duties as assigned.

RELATIONSHIPS

Internal: Maintain close communication with gallery operations director, museum assistant, visitor services manager and assistant managers, volunteer director, volunteer coordinator, museum visit and events manager, education director, exhibits and education department staff.

External: Maintain positive working relationship with visitors, birthday party clientele, and volunteers.

QUALIFICATIONS

- Four-year college degree required with science and/or education background, or equivalent experience.
- Excellent communication skills; experience in public speaking desired.
- Excellent organizational skills with attention to detail and accuracy.
- Proven ability to effectively translate and convey scientific information to people of various ages and educational backgrounds.
- Ability to accurately interpret and respond appropriately to the needs and capabilities of different people in different situations; treats all with tact and respect.
- Ability to effectively and calmly arrive at resolutions to conflict.
- Experience coordinating or supervising other members of a team.
- Experience working with youth and/or families.
- Friendly, professional and positive attitude.
- Proficient with MS Word and Excel software programs to manage information including numerical and financial data.
- Volunteer experience preferred.
- Physical capability to stand and walk for long periods of time (e.g., 4 hours), climb stairs and ladders, climb through the museum climbing structure, lift 30 pounds and reach high shelving.
- Red Cross certification in CPR and First Aid, or willingness to become certified.
- Proof of eligibility to work in the US.
- Contact information for three references
- Two to three letters of reference

The WonderLab Job Application Form is available on the WonderLab website at <https://wonderlab.org/about-wonderlab/job-opportunities/>

The form may be completed and submitted on-line, or mailed to the address below. The application must also include a cover letter and resume.

Reference letters should be sent directly to ella@wonderlab.org or mailed to the address below.

WonderLab Museum of Science, Health and Technology
Attn: Ella Heckman, Gallery Operations Department
P.O. Box 996, 308 West 4th Street
Bloomington, IN 47402

Applicants must be able to show proof of eligibility to work in the United States. Position is open until filled. All employees are subject to a criminal background check and employment is contingent on a satisfactory completion of this check prior to employment. WonderLab galleries, offices and grounds are smoke-free environments.

WonderLab is an Equal Opportunity Employer and will consider applicants for all positions without regard to race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation, gender identity, number of dependents, or any other legally protected status. Reasonable accommodations for people with disabilities are available upon request.

Questions: Ella Heckman ella@wonderlab.org 337-1337 X23

Updated: 6/1/17 kji