WonderLab Museum of Science, Health and Technology

AVAILABLE POSITION

POSITION: **Museum Experience Assistant**

REPORTS TO: Gallery Operations Director

STATUS: Full-time (40 hours per week), flex-time, with weekend and occasional evening hours (Fair Labor Standards Act category: "non-exempt"). Hours will be shared between gallery, volunteer and visitor services department responsibilities.

PAY RATE: $11.25/hour

START DATE: March 15, 2018

POSITION PURPOSE: Provide core visitor-oriented services and experiences for the museum gallery, volunteers and visitor services welcome desk, in support of WonderLab's commitment to building curious and creative problem solvers inspired by the wonder of science. Serve as Floor Manager and Backup Floor Manager as scheduled, assisting visitors at exhibits and encouraging playful experimentation with hands-on science, supervising daily team of gallery volunteers, facilitating group visit logistics, presenting science demonstrations and activities, and addressing facility maintenance and safety issues. Work with Volunteer Department to train and schedule volunteers, maintain WonderLab's volunteer database, and ensure that volunteers feel welcome and valued on a daily basis. Serve as Visitor Services Assistant Manager (VSAM) at the welcome desk as scheduled, providing point-of-sale for admissions, memberships, events and gift store merchandise as well as ensuring outstanding customer service and supporting museum safety and emergency functions. The VSAM prepares the gift store and welcome desk area for all start and end of day cash and information functions and supervises Visitor Service Assistants (VSAs) also scheduled during the shift.

Key Responsibility Area: Serve as Floor Manager on regularly scheduled shifts (approximately 15 hours/week)
Specific Duties:

- Provide a welcoming first impression to WonderLab visitors 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.
- Engage visitors at exhibits and activities by actively promoting a curiosity about science and interpreting exhibits within the framework of inquiry-based science and playful learning.
- Facilitate group visit logistics during scheduled times.
- Present interactive lab sessions to school groups as assigned.
- Implement safety, emergency and lost child procedures, as outlined in Emergency Action Plan.
- Serve as the primary supervisor for interns and volunteers during their shifts. Provide ongoing support and training to hone their customer service skills and abilities to facilitate visitor experience. Promote the critical role that volunteers and interns have at WonderLab.
- Assist with birthday party events as needed.
- Serve as Floor Manager at evening facility rental events as needed.

Key Responsibility Area: Serve as Volunteer Department Assistant (approximately 5 hours/week)
Specific Duties:

- Promote WonderLab's culture of volunteerism by recognizing volunteer contributions of time and effort.
- Assist with core duties of department: answering emails, scheduling volunteers, maintaining database, and participating in volunteer orientation and ongoing training.
- Keep Volunteer Department staff informed about individual volunteer performance.

Key Responsibility Area: Serves as Visitor Services Assistant Manager during regularly scheduled shifts
Specific Duties:

- Prepare the gift store and VS desk area for the start of the day/shift; manage cash control and daily deposits; close the afternoon shift deposits, secure front desk and museum for the end of day and closing.
- Ensure that all museum wide communication for visitors is ready and accurate.
- Supervise any VSA also scheduled during the shift. Ensure that scheduled VSA is updated about all daily, museum wide communication.
- Greet visitors, sell admissions, memberships, event tickets and gift store merchandise at front desk. Answer questions about museum programs, exhibits, events, memberships and gift store.
- Provide shopping expertise and guidance in the museum gift store.
- Answer telephone, respond to questions and direct callers to appropriate sources and staff within the museum.
- Implement safety, emergency and lost/child procedures, and be prepared to perform fire alarm specialist responsibilities outlined in WonderLab's Emergency Action Plan.
- Provide administrative assistance for the Marketing, Membership, Volunteer and Education Departments as needed.
- Participate in on-going trainings for customer service, museum safety, sales and point of sale software use.

Key Responsibility Area: Complete assigned tasks related to museum public relations.
Specific Duties:

- Ongoing tasks to be completed during slow times at the VS desk include data entry, social media postings and scheduling, gift store campaigns and reports, visitor services communications, monthly promotions and sales goals, and other projects as assigned.
- The Visitor Services and Public Relations Manager will assign these tasks to individual VSAM staff, and VSAM staff will oversee any VSA participation on these tasks.

Key Responsibility Area: Assist Visitors

- Direct visitors who arrive for meetings or special events such as birthday parties and workshops.
- Assist visitors with special needs to the extent that WonderLab is able to meet those needs; e.g. checking out the museums wheelchairs and offering other assistance as needed.
- Implement safety, emergency and lost/child procedures, and be prepared to perform all safety and emergency responsibilities outlined in WonderLab's Emergency Action Plan.

Key Responsibility Area: Other
Specific Duties:

- Provide effective training, supervision and evaluation of work-study students, interns and volunteers as assigned.
- Attend regular department meetings as scheduled.
- Comply with all administrative policies and procedures described in employee handbook.
- Other duties as assigned.

PRIMARY RELATIONSHIPS:
Internal: Maintain close communication with Gallery Operations Director and Assistant Gallery Operations Director, Volunteer Director, Volunteer Coordinator, Visitor Services and Public Relations Manager, Visitor Services Assistants. Coordinate with Marketing and Communications Director, Museum Visit and Events Manager, and Visitor Services staff.
External: Maintain positive working relationship with volunteers, interns and visitors.

QUALIFICATIONS:

- Reliable with strong work ethic.
- Friendly and positive attitude; demonstrated ability to work effectively with a variety of people. Candidates who have demonstrated a commitment to working with diverse populations are especially encouraged to apply.

- Experience working with youth and/or families.
- Excellent communication and organizational skills.
- Demonstrated ability to work independently in a fast-paced, team-oriented environment and work collaboratively across departments.
- Basic computer proficiency (word, excel) with ability to learn and use point-of-sale software.
- Physical capability to stand and walk for long periods of time (e.g., 5 hours), climb stairs and ladders, climb through the museum climbing structure, lift 30 pounds and reach high shelving; and function in high-energy environment throughout the day.
- College or associate degree (completed or in progress) with some science and/or museum studies, tourism, education or related course work preferred.
- Experience and comfort with making public presentations preferred.
- Retail or customer service experience preferred.
- Volunteering experience preferred.
- Ability to remain in position for minimum of one year is preferred.
- 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 and one letter of recommendation.

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 online or mailed to the address below. The application must also include a cover letter and resume. Send recommendation letter directly to ella@wonderlab.org or mail to the address below.

WonderLab Museum of Science, Health and Technology
Museum Experience Assistant Search Committee
Attn: Ella Heckman
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. WonderLab galleries, offices and grounds are smoke-free environments.

Questions: Ella Heckman, ella@wonderlab.org, 812.337.1337 ext 26

WonderLab considers 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. WonderLab strives to make reasonable accommodations for people with disabilities, upon request.

Updated 2/26/18

Addendum #1

Key Responsibility Area: Complete assigned tasks related to museum public relations.
These tasks are on-going and can be completed during slow times at the VS desk. The Visitor Services and Public Relations Manager will assign these tasks to individual VSAM staff.
Specific Duties:

- VSAM Task #1 – General
    - Data entry: keep community calendars updated with museum public relations information.
    - Follow WonderLab museum on all social media channels as assigned. Share, like and comment on posts.
    - Participate in monthly museum promotions and sales goals.
- VSAM Tasks #2 - Social Media Public Relations
    - Develop the VS desk posting schedule for social media (1 take over per year/weekly posts).
    - Draft posts for all channels with editing from Marketing Director.
    - Coordinate scheduling of posts with Marketing Department.
    - Report on campaigns to VSM and Marketing Director.
- VSAM Task #3 - Gift Store
    - Coordinate with gift store manager for merchandise stocking, inventory, and pricing.
    - Run sales reports.
    - Develop Gift Store specific social media campaigns.
- VSAM Task #4 – Visitor Services Communication
    - Maintain, update and create documents for the VS "Everything Book".
    - Maintain, update and order all media materials for the public in the WonderLab entryway.
    - Stock, maintain and order VS office supplies.
- VSAM Tasks Other - New projects as assigned to the department.