POSITION DESCRIPTION

Title: Facilitator

Reports to: Operations Manager

Summary: Facilitators provide daily staffing of museum exhibits, admissions desk, programs, and special events. This position is central to ensuring a highly interactive and educational learning experience for our diverse museum visitors, the primary audience being young children and their families.

Employment Classification:
Part-Time, FLSA Non-Exempt Status.

Salary: $10.00 hourly, a typical work schedule will include weekdays, weekends, evenings, and holidays. Estimated 20 hours a week to be determined by museum needs.

Areas of Responsibility:
- Provide physical and verbal cues that let the visitor know we are approachable and knowledgeable about the museum while providing attentive and excellent customer service.
- Model positive, educational, creative, and respectful ways to interact with children and their caregivers through play.
- Facilitate scheduled programming or exhibit-based activities that engage children and parents/caregivers, as assigned.
- Support and mentor new facilitators and volunteers.
- Assist with school groups, special events, and other assignments on an as-needed basis.
- Reset, restock, and maintain cleanliness of exhibits throughout the day.
- Communicate museum policies to visitors and monitor visitors for safety and rule compliance.
- Self-motivated to work quickly, efficiently, and safely.
- Provide tours, including offering information about current and upcoming events, and programming.
- Ensure that the admissions process is friendly, efficient, accurate, and informative.
- Maintain and reconcile a cash drawer while providing a fast and gracious POS (point of sale) experience.
- Deliver PA announcements, answer phone calls, keep Lost and Found logs, and other tasks as assigned.
- Act as a point-of-contact in emergency situations (evacuations, lost child/adult, medical emergencies) when at the admissions desk.
- Other tasks as assigned.
Qualifications:
- Must be at least 16 years old and can work independently. Some college experience preferred but not required, with a concentration in Education, Child Development, Museum Studies, Social Sciences, or related field.
- Demonstrated interest and ability in working with children and families from diverse backgrounds.
- Ideal candidate must be a dynamic facilitator, enthusiastic, outgoing, energetic, and willing to play and interact with museum visitors.
- Previous customer service and POS (Point of Sales) operations experience preferred.
- Excellent communication skills.
- Stamina and physical endurance to be on the museum floor most of the day while maintaining quality interaction with museum guests.
- Ability to take direction well and work without constant supervision; ability to work well within a team.
- Enthusiasm for learning and mastering new skills on an ongoing basis
- Bilingual skills a plus.

Working Conditions:
- Ability to cope with the stress of a fast-paced work environment and to meet stringent deadlines for completing tasks.
- Ability to walk, stand, and sit (including on the floor) for extended periods while maintaining alertness.
- Must be able to lift and carry supplies weighing at least 30 pounds.
- Position requires bending, leaning, kneeling, twisting, and walking.
- Ability to speak concisely and effectively communicate needs.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
- Ability to work weekends, including Sundays.