

**Position Title:** Guest Services Associate  
**Date Posted:** December 6, 2016  
**Department:** Lab Operations  
**Reports to:** Lab Managers  
**FLSA Classification:** Non-Exempt  
**Type of Position:** Part-Time  
**Hours:** Hours vary, shifts scheduled during Lab operating hours  
Mon-Sun 10am-6pm with periodic early and late hours



## GENERAL DESCRIPTION

Energetic, dependable individuals who enjoy working with children and their caregivers to inspire them to learn about science, technology, engineering and math (STEM). Excellent public speaking, organizational, interpersonal skills, and guest service skills required. This position will include admissions and general duties for the daily operations of the Lab.

## SPECIFIC JOB RESPONSIBILITIES

Operate point-of-sale system to record guest sales and provide guests with the highest level of customer service at the Children's Science Center Lab at Fair Oaks Mall. Support operational needs throughout the Lab. Associates are expected to:

- Greet guests in a positive way; respond to questions and needs in a positive and supportive manner; interact with guests to assess and satisfy their needs or communicate those needs through appropriate channels;
- Process guest admissions, membership and program sales transactions using museum management system (Blackbaud Altru);
- Handle and reconcile monetary transactions and prepare appropriate reports and paperwork during each shift;
- Be a productive and active member of the Lab team;
- Learn about museum program activities, exhibits, and display competency in STEM topics demonstrated in activities and exhibits; be able to answer questions about the activity or topic; be an ambassador to the public at all times;
- Assist education staff and participate in science demonstrations (training provided);
- Assist in the set up and maintenance of activity spaces;
- Maintain control of event space and guests;
- Make safety a priority;
- Follow the established menu and schedule for activities;
- Monitor and restock supplies from storage and notify supervisory staff to reorder stock as necessary;
- Facilitate events and birthday parties as needed;
- Participate in formal training including cross-training for education;
- Help with basic facility maintenance to ensure a clean and attractive environment;
- Other duties as assigned.

## QUALIFICATIONS AND CHARACTERISTICS

The ideal candidate will possess:

- Experience with cash handling systems in a retail or museum environment (preferred);
- Background in customer service with an emphasis on dealing directly with guests;
- A creative, imaginative, and innovative spirit;
- The ability to engage effectively with children, adults, and other staff members;
- Awareness and sensitivity in interacting with diverse populations, including those that are underserved;
- Passion for education and desire to promote STEM education to all populations;
- Ambition to excel and advance based on a desire to go above and beyond;
- Flexibility and a fun-loving attitude.

## PHYSICAL DEMANDS OF JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions:

### Frequently required to:

- Speak and hear;
- Stand upright and/or walk on feet for up to five (5) hours at a time;
- Sit for up to five (5) hours at a time;
- Reach with arms and hands, including to raise arms overhead to move and lift up to thirty-five (35) pounds;
- Climb or balance;
- Stoop, kneel, crouch or crawl;
- Move or lift at least fifty (50) pounds;
- Use hands and digits to manipulate, handle, and feel.

### Occasionally required to:

- Smell;
- Perform repetitive motions;
- Use eye, hand, and foot coordination.

Vision abilities required by this job include close vision (close vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

## WORK ENVIRONMENT OF JOB

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the Part-Time Guest Services Associate encounters. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job. While performing the responsibilities of the job, the employee is required to utilize computers and associated technology for long periods of time. Occasionally, the employee may be asked to take part in Lab Activities which may include the use of chemicals with Material Safety Data Sheets provided, use very hot or very cold liquids and/or wear protective equipment and utilize light tools and equipment. The noise level in the work environment is typically moderate to loud.

## REQUIREMENTS

College degree in progress or completed with focus on education, museum studies, or a field of science preferred. Experience working with children required.

Successful completion of a criminal background check. Successful completion of a national background check and drug screening may also be required.

## CONCLUSION

This job description is intended to convey information essential to understanding the scope of the Part-Time Guest Services Associate position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with the position. The Children's Science Center reserves the right to revise duties as needed.