

Discovery Center of Springfield Job Description

Title: Museum Staff

Full- time or Part-time Non-Exempt

Reporting Relationship:

Supervised by: Museum Manager

Works directly: Marketing Director, Guest Services Coordinator and Education Director

Discovery Center Purpose:

Discovery Center programs and exhibits are interactive, hands-on experiences, meant to be creative and innovative, including topics and activities not normally taught in the schools of the surrounding area. Exhibits and programs should always fall within the Discovery Center's Mission Statement; subject areas include but are not limited to all the sciences, technology, communications, the environment, health, history, culture, and transportation.

Position Description:

Museum Staff primary responsibility is the visitor experience. To insure the visitor has a positive experience while at the Discovery Center, museum staff will have a working knowledge of the exhibits and the science behind exhibits. Daily activity will include, yet is not limited to, interacting with visitors and staff, checking in groups and facilitating exhibits. This position will assist in coordinating rental set-up and tear-down, visiting with guests and members, coordinating services such as birthday parties, workshops and camp-ins. This position is also responsible for cleaning exhibits, exhibit halls, checking restrooms and working as a team to ensure the Center is disinfected and clean for visitors. This position needs good communication skills to work with all staff to ensure the floor, front desk and exhibits are covered for the visitor experience. This will include checking in groups, birthday parties and ensuring the visiting group leaders understand rules and plans for the day.

General description of duties:

There are three levels of responsibility for museum staff. While all museum staff may be asked to do any of the work hereafter described, a proven capability for work to be performed, DCS need for staffing at the next level and agreement by the museum manager will be necessary to change from one level to another.

MS I

- Learn and understand how our exhibits work and how to utilize that knowledge to ensure that our visitors have a positive, unique, and fun experience.
- Work as a team to ensure exhibits and Center are clean and presentable to visitors. This will include restrooms, exhibits, floors, windows.
- Answer phones and visitor questions as needed.
- Promote memberships, Immersion Cinema, and High Wire Bike while working on the floor.
- Ensure the exhibits and lights are turned on and functioning each morning before opening and are turned off each evening at closing. Making sure all tables, trash cans, exhibits and exhibit supplies are in their proper place.
- Assess exhibit needs at the end of each day to replenish supplies or straighten areas.
- Carry out emergency procedures and protocol for incidents when necessary.
- Operate HighWire Bike and other exhibits that need an operator.
- Coordinate Birthday Parties.

MS II

- Assist in staffing front desk. Ensure correct data collection and entry into Point of Sale System.
- Run Immersion Cinema.
- Present brain byte demonstrations to visitors.
- Assist with set-up and tear-down of traveling exhibits or other exhibits.

- Coordinate group entrance procedures, including verifying numbers in group, directing groups to assigned programs and locations, preparing and cleaning lunch room, delivering the orientation speech in a fun, loud, clear manner to groups.
- Coordinate rental set-ups and tear-downs in various areas of DCS with Marketing Director.

MS III

- Provide leadership for museum staff team as assigned by Museum Manager.
- Assist manager with tasks as assigned and be employed for 30+ hours per week on a regular basis.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to be a dynamic, outgoing leader, and communicate with visitors in a friendly and helpful way to insure a positive visitor experience.
- Demonstrate highly developed organizational, planning, and oral communication skills and the ability to work effectively with others.
- Demonstrate independent judgment to determine project guidelines, purpose, follow-through, and completion.
- Strong ability to organize and coordinate several tasks at once.
- Ability to use technology to monitor, develop, and manage the necessary functions of the position in an effective and efficient manner.
- Ability to communicate the written and spoken word with tact, diplomacy, and/or authority when necessary.
- Ability to meet goals and objectives on a timely basis.
- Ability to establish and maintain effective working relationships with Center staff, board members, volunteers, community groups, general public, and other related agencies.
- Comprehensive knowledge of the mission, objectives, philosophy, policies, programs, operational standards, and procedures of the Discovery Center.
- Must maintain a neat and clean appearance befitting the positive public image portrayed at DCS.
- Ability to lift 60 lbs and push heavy cart.
- Need to be able to be on their feet most of the day walking up and down stairs and standing on concrete.

EDUCATION AND EXPERIENCE:

- Experience with computers, cash management, and basic bookkeeping functions.
- Actively pursuing or possessing a high school diploma or higher.
- Has experience meeting the public and able to interact in a polite and friendly manner under diverse circumstances.
- Experience with multi-task coordination.
- Excellent customer service skills
- Have the ability to work well with others in a team oriented workplace.