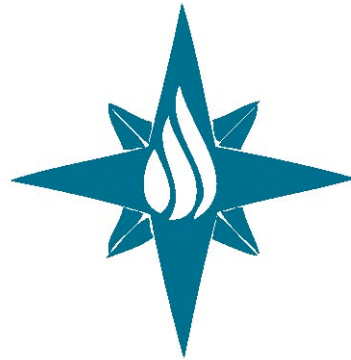


Headwaters Science Center



Job Title: Visitor Services (part-time position)

Department: Operations

Reporting to: Visitor Services/Store Manager

Key Responsibilities:

- Greet and assist visitors, address problems and emergency situations as necessary.
- Clean and maintain exhibit floor areas including animal cages, exhibit features, eating areas, and program rooms.
- Clean and maintain facility areas including the front doors, windows, flooring, and bathrooms.
- Disseminate accurate information on HSC programs including daily programs, memberships, birthday parties, exhibits, special events, and outreach.
- Assist with Birthday Party Events, including set-up, clean-up, program delivery, activities, and crowd management.
- Assist in the set up and take down of programs, demonstrations, and outreach activities as needed.
- Accurately operate the Point Of Sale (POS) ticketing and cash register system under the supervision of the Visitor Services/Store Manager.
- Assist with daily operation of HSC as directed.
- Perform other duties as necessary as part of the larger Visitor Experience Team
- Behave and perform the job duties in such a way in order to create a seamless, efficient, and impressive experience for all visitors
- Establish and maintain effective working relationships with other HSC staff, volunteers, board members, public officials, partners, and members of the general public.
- Work, not only interdepartmentally, but across departments and functions.

Headwaters Science Center

Experience: High School Diploma, Bachelors degree in science or education preferred. Experience working with children and adults in a public setting, such as a children's museum or science center may substitute for degree.

Qualifications: Outgoing personality with enthusiasm for science and education, strong communication and presentation skills, ability to be flexible and adapt to changing situations and conditions.

Demonstrated guest service skills, well-organized, effective management of guests, including children and adults in groups of 10 to 30, and passion for values of hands-on science.

Ability to follow verbal and/or written instructions, meet deadlines, work under stress and operate tools and equipment with proper training and supervision.

A background check is required.

Additional Requirements: Flexible schedule and ability to work evenings, weekends, and holidays.

Dress Code: Must wear HSC green t-shirt with pants, jeans (no rips or holes), shorts (fingertip length or longer), or skirts (fingertip length or longer), and closed-toe shoes.

Workplace Environment: Includes work on the exhibit floor, demonstration spaces, front desk area, and gift shop.

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Work is generally performed inside. The noise level in the work environment is moderate.

Physical Demands: While performing the duties of this job, the employee is frequently required to stand; walk; use hand to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is frequently required to sit; climb or balance; stoop, kneel, crouch or crawl; talk or hear; employee is occasionally required to smell.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.