AVAILABLE POSITION

POSITION: Museum Experience Assistant

POSITION PURPOSE: As an integral member of the Museum Experience Team, the Museum Experience Assistant (MEA) provides visitor-oriented services and experiences for the museum gallery, all in support of WonderLab’s commitment to building curious and creative problem solvers inspired by the wonder of science. The MEA serves as Floor Manager as scheduled, assisting visitors at exhibits and encouraging playful experimentation with interactive science, ensuring that visitors comply with all health and safety procedures, facilitating group visit logistics, addressing facility maintenance and safety issues, and when appropriate, supervising daily team of gallery volunteers. The MEA must adhere to WonderLab’s reopening policies and health and safety procedures.

REPORTS TO: Assistant Director of Museum Experience

STATUS: Part time (approximately 5 to 15 hours per week), hourly, with weekend and occasional evening and holiday hours, (Fair Labor Standards Act Category: “non-exempt”).

SALARY: $11.00/hour

START DATE: Immediately

BENEFITS: Free WonderLab membership at dual or basic family level; 20% discount in gift store

Key Responsibility Area: Provide outstanding customer service in Floor Manager role on regularly scheduled shifts

Specific Duties:

• Engage visitors at exhibits and activities by actively promoting a curiosity about science and encouraging inquiry-based science and playful learning.

• 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.

• Ensure guests comply with all health and safety procedures upon entering the museum and are aware of and agree to follow safety guidelines during their visit.

• Ensure that museum-wide safety protocol is continuously being met.

• Maintain high cleanliness standards by continuously cleaning throughout the shift and participate in deep cleaning after the public departs.

• Provide outstanding customer service and offer information and assistance to museum visitors. Assist visitors with special needs; e.g., checking out the museum’s wheelchairs and offering other assistance as needed.

• Facilitate group visit logistics during scheduled times.

• Implement safety, emergency and lost child procedures, as outlined in Emergency Action Plan.

• Assist with birthday party events as needed.
• Supervise daily team of gallery volunteers, when appropriate.
• Serve as Floor Manager at evening facility rental events as needed.

**Key Responsibility Area: Other**

- Attend regular department meetings as scheduled.
- Comply with all administrative policies and procedures described in the employee handbook and WonderLab’s COVID-19 Preparedness Plan.
- Other duties as assigned.

**PRIMARY RELATIONSHIPS:** *Internal:* Maintain close communication with Museum Experience Managers, Museum Experience Team Associate, Director of Museum Experience, and Assistant Director of Museum Experience. Coordinate with Marketing and Communications Director, Museum Visit and Events Manager, and Gift Store Manager. *External:* Maintain positive working relationships with museum visitors and volunteers.

**QUALIFICATIONS:**

- Reliable with strong work ethic
- Friendly, positive and professional attitude; ability to work effectively with a variety of people
- High school diploma or GED
- Physical capability to sit, stand, walk and wear a mask that covers the nose and mouth for extended periods of time (e.g., 5 hours), including but not limited to climbing stairs, ladders and through the museum climbing structure
- Physical capability to lift 30 pounds, reach high shelving, and function in high-energy environment throughout the day
- Physical capability to comply with WonderLab’s Covid-19 safety procedures and policies, such as wearing a mask, social distancing, interacting with the public in a safe manner, cleaning surfaces and materials
- Excellent organizational skills with attention to detail and accuracy
- Retail or customer service experience preferred
- Experience working with youth and/or families preferred
- Ability to remain in position for minimum of one year preferred
- Two references
- Red Cross certification in CPR and First Aid, or willingness to become certified
- Proof of eligibility to work in the US

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 on-line or mailed to the address below.

WonderLab Museum of Science, Health and Technology Museum Experience Assistant Search
Committee Attn: Sarah Ericson P.O. Box 996; 308 West 4th Street Bloomington, IN 47404

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: Sarah Ericson, sarah_ericson@wonderlab.org, 812.337.1337 ext. 25

WonderLab is an equal opportunity employer committed to actively seeking, hiring and amplifying diverse voices in science education.

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 2/17/2021 SE