**Available Position**

**Position:** Museum Experience Team Associate

**Position Purpose:** As an integral member of the Museum Experience Team, provide visitor-oriented services and experiences for the museum gallery, visitor services welcome desk and volunteers - all in support of WonderLab’s commitment to building curious and creative problem solvers inspired by the wonder of science. Serve as Visitor Services Assistant Manager (VSAM) at the welcome desk as scheduled, providing point-of-sale (POS) for admissions, memberships, events and gift store merchandise as well as ensuring outstanding customer service and supporting museum safety and emergency functions. The VSAM also prepares the gift store and welcome desk area for all start and end of day cash and information functions. Serve 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. As needed, train and schedule volunteers, and ensure that volunteers feel welcome and valued. Serve as administrative support to the Museum Experience team and to the Events, Sales and Systems Manager, completing ticketing and communication projects within the POS system.

**Reports to:** Museum Experience Director

**Status:** Full-time (40 hours per week), Flex Time, with weekend and occasional evening hours, (Fair Labor Standards Act category: "non-exempt"). Cross-training in Visitor Services and Gallery Operations.

**Pay Rate:** $15.00 per hour

**Start Date:** August 2021

**Benefits:** Paid holidays and paid time off. Health, vision, and dental insurance benefits are available. WonderLab also provides life insurance, long-term disability insurance, WonderLab membership at dual or basic family level and a 20% discount in the gift store. Professional membership in the Association of Science and Technology Centers (ASTC). Training opportunities may include: customer service seminars, certification training in Altru Blackbaud database and point-of-sale system, Red Cross Certification, and other opportunities through ASTC.

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**Key Responsibility Area:** Provide outstanding customer service in Visitor Services Assistant Manager role during regularly scheduled shifts (Approximately 15-20 hours/week):

**Specific Duties:**

- Prepare the gift store and welcome desk area for the start of the day/shift; manage cash control and daily deposits; close the afternoon shift deposits, secure front desk and museum for the end of day and closing.
- Greet visitors, sell admissions, memberships, event tickets and gift store merchandise at the welcome desk. Answer questions about museum programs, exhibits, events, memberships and gift store.
- Ensure that all museum-wide communication for visitors is ready and accurate.
- Provide shopping guidance in the museum gift store.
- Direct visitors who arrive for meetings or special events such as birthday parties and workshops.
- Answer telephone, respond to questions and direct callers to appropriate sources and staff within the museum.
• Provide occasional administrative assistance for the Marketing, Membership, Volunteer and Education Departments as needed.
• Participate in ongoing trainings for customer service, museum safety, sales and point-of-sale software.

**Key Responsibility Area: Provide outstanding customer service in Floor Manager role on regularly scheduled shifts (Approximately 10-15 hours/week):**

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

**Key Responsibility Area: Provide Additional Customer Service Support (Approximately 5-10 hours/week)**

**Specific Duties:**

• Administer weekly surveys to museum visitors including member and nonmember general admissions, birthday parties, group visits and evening rentals via Constant Contact. Work with the rest of the Museum Experience Department to address visitor concerns and implement changes to improve visitor satisfaction with the overall WonderLab experience.
• During peak scheduling months of February through May (approximately), assist Events, Sales and Systems Manager with online reservations including group visits, evening rentals and birthday parties.

**Key Responsibility Area: Other**

**Specific Duties:**

• Assist Museum Experience Assistant Director and Events and Group Visits Manager with online reservations and visitor communications in POS system.
• Support the Museum Experience Department in administrative printing and signage tasks.
• Provide effective training, supervision and evaluation of work-study students, interns and volunteers as assigned.
• Attend regular department meetings as scheduled.
• Comply with all administrative policies and procedures described in employee handbook, Emergency Action Plan, and WonderLab’s COVID-19 Preparedness Plan.
• 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.
• Implement safety, emergency and lost child procedures.
• Other duties as assigned.
PRIMARY RELATIONSHIPS:

Internal: Maintain close communication with Museum Experience Managers, Assistant Museum Experience Director and Museum Experience Director, Business Manager, Volunteer Director, Volunteer Coordinator, Visitor Services Assistant Managers. Coordinate with Marketing and Communications Director, Events, Sales and Systems Manager, and Visitor Services staff.

External: Maintain positive working relationship with visitors, volunteers and interns.

REQUIRED QUALIFICATIONS:

- Reliable with strong work ethic
- Friendly and positive attitude; demonstrated ability to work effectively with a variety of people
- Experience working with youth and/or families
- Excellent communication and organizational skills
- Demonstrated ability to work independently in a fast-paced, team-oriented environment and work collaboratively across departments
- Computer proficiency in Microsoft Suite, with ability to learn and use relational point-of-sale software system, google drive and cloud-based software
- 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), climb stairs and ladders, climb through the museum climbing structure, lift 30 pounds and 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 face covering, maintaining social distance, interacting with the public in a safe manner, cleaning surfaces and materials.
- Commitment to ideals of justice, equity, diversity, and inclusion
- Commitment to fostering an anti-racist culture in WonderLab programs and to anti-racist principles and education
- Post high school degree program completed or in progress, with science and/or museum studies, tourism, education or related coursework preferred.
- Red Cross certification in CPR and First Aid, or willingness to become certified
- Proof of eligibility to work in the US
- Proof of COVID-19 vaccination
- Contact information for three references and at least one but no more than three (3) letters of recommendation

PREFERRED QUALIFICATIONS:

- Proficiency with relational database systems such as Blackbaud Altru
- Sales or customer service experience
- Experience and comfort with making public presentations
- An affinity for science, education and community
- Volunteering experience

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 online or mailed to the address below. The application must also include a cover letter, resume, contact information for three references and at least one but no more than three (3) letters of recommendation. Send recommendation letters directly to ella@wonderlab.org or mail to the address below.
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: Ella Heckman, ella@wonderlab.org, 812.337.1337 ext 26

WonderLab strives to provide a welcoming educational space and is founded on values of inclusion and access. WonderLab is committed to creating a diverse museum environment and is proud to be an equal opportunity employer that considers diverse skill sets and experiences among applicants. All qualified applicants will receive consideration for employment 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 7/17/21 EH/KJI