AVAILABLE POSITION

POSITION: visitor services assistant manager

POSITION PURPOSE: The visitor services assistant manager (VSAM) creates a positive, welcoming first impression of WonderLab to all museum visitors and represents WonderLab as a place that values curiosity and learning, outstanding customer service for both children and adults, and the power of community volunteerism.

The VSAM oversees all point-of-sale and visitor information services during scheduled times. Responsibilities include accurately and efficiently handling admissions, gift store transactions, walk-up program reservations, walk-up membership sales and special promotions; implementing emergency response and health and safety procedures; and assisting visitors with information, first aid, and other special needs to make their visit more enjoyable. The VSAM will be cross-trained to support in the gallery, as needed.

REPORTS TO: museum experience manager: visitor services

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: $13.00/hour

START DATE: August, 2021

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

Key Responsibility Area: Staff Visitor Services Welcome Desk During Scheduled Shifts

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 welcome 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, and memberships.
- Provide shopping expertise and guidance in the museum gift store.
- 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.
- Participate in ongoing trainings for customer service, museum safety, sales and point-of-sale software use.
Key Responsibility Area: Provide Safety and Emergency Services

Specific Duties:
- Implement safety, emergency and lost/child procedures, and be prepared to perform fire alarm specialist responsibilities outlined in WonderLab’s Emergency Action Plan.
- Complete and maintain current CPR/first aid training and certification as the first point of contact for emergency situations and/or personnel.
- Adhere to and implement all WonderLab-specific federal, state and local guidelines for fire and weather safety, and maintain Project Safe Place procedures.
- The VSAM is responsible for visitor safety, staff and interns through observation of safety procedures, adherence to various codes and policies and welcoming, personalized service. The VSAM reports any issues with these policies directly to the Museum Experience Manager.

Key Responsibility Area: Gallery Support Functions

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.
- Direct visitors who arrive for meetings or special events such as birthday parties and workshops.
- Maintain high cleanliness standards by continuously cleaning throughout the shift and participate in deep cleaning after the public departs.
- Open museum and prepare galleries at the start of day; shut down at close.
- 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.

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.
- 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 in all roles.
- 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
- Experience with or ability to learn and use point-of-sale software
- 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
- 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.
- 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
Visitor Services Assistant Manager Search Committee
Attn: Taylor Rickett
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: Taylor Rickett, taylor_rickett@wonderlab.org, 0812.337.1337 ext. 23

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.