



Job Title: Guest Experience Team Member

Part-time Position: 20-30 hours/week with some weekend and evening hours

Salary: \$10-/hour

Anticipated Start Date: Immediately

Hiring Manager: Micaela Balzer, Director of Innovation & Learning

Position Description: The Guest Experience Team Member delivers opportunities on the main exploration area, delivers hands-on workshops, facilitates experience in the First Impression Room, and assists guests at admission and the science store. The team member also supports and contributes to the growth of operations at the Science Center.

Position Responsibilities: *This list may not be all-inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted, or modified at any time.*

1. Maintains a high level of customer service while assisting guests at guest services, science store, main exploration area, and First Impression Room.
2. Facilitates the Play, Create, Challenge vision with guests in operations and activities.
3. Creates opportunities in the Exploration Area that are focused on integrating science content/behaviors and positive social interactions with guests.
4. Learns and delivers a variety of educational workshops to all types of guests.
5. Delivers educational programs to birthday parties, scout groups, and outreaches, as needed.
6. Contributes and supports new procedures in operations, as needed.

Required Knowledge, Skills, and Abilities: Knowledge and skills typically acquired through coursework or experience in an informal educational program with emphasis on areas such as education, science background, and customer services. Must have people skills, and must enjoy working with guests of all ages, from young children to adults. Skill in using a computer with Windows-based software (word processing and point of sale) is required. Must be able to communicate effectively and professionally with science center guests at all times. Must be able to understand and follow curriculum guides. Must be able to prioritize multiple, overlapping tasks while maintaining a pleasant, guest-focused attitude. Must have the ability to work in environments that have high energy levels and with guests of all ages.

Working Conditions: Work is performed in office, in the Science Center exhibit area, and outside of the facility. Work is subject to irregular and extended hours, including weekends. Some travel may be required.

To Apply: Please send us a resume and completed application (available at impression5.org) to Micaela Balzer at balzer@impression5.org. Call Micaela at (517) 485-8116, ext. 144, with any questions.

Notice: A criminal background check is performed for all individuals who are employed at Impression 5 Science Center. Unsatisfactory background check results disqualify applicants from further consideration.