



Job Title: Visitor Services Associate

20 – 25 hours per week

\$14/hr

### **Job Description**

Our Visitor Services staff is responsible for ensuring that guests have a great experience at The Lancaster Science Factory. Duties include checking that the exhibit floor is clean and in good order before the doors open and throughout the day, interacting with guests over the phone and in person with a positive attitude, accepting payment for admissions and memberships, ringing up sales from our retail store, assisting with tasks related to groups and field trips, and other light cleaning and organizational tasks.

The Science Factory's regular operating hours are as follows:

#### **September – May**

- Tuesday – Saturday 10am – 5pm
- Sunday 12pm – 5pm

#### **June – August**

- Monday-Saturday 10am – 5pm
- Sunday 12pm – 5pm

Additionally, The Lancaster Science Factory is open some evenings for special events. ***An ideal candidate would have flexible availability weekdays and weekends with a schedule made approximately one month in advance.***

### **Qualities and Qualifications**

In addition to strong customer service skills, a great candidate would have prior experience with or a strong willingness to learn the following:

- Visitor Service in a Museum or Tourism settings
- Clear communicator. Able to enforce rules and safety guidelines.
- Experience in a dynamic environment with children and families.
- Point-of-Sale cash register systems
- Multi-line phone systems

Visitor Services staff members are also be expected to learn about the various programs offered by The Lancaster Science Factory. Training will be provided.

This position must hold Pennsylvania criminal and child abuse clearances. Employer assistance with these clearances are available.

The Lancaster Science Factory is an equal opportunity employer.

**To apply:**

Send completed application and/or resume to Amanda Bakay, Director of Programs and Communication, [abakay@tlsf.org](mailto:abakay@tlsf.org). Forms may also be filled out in person at The Lancaster Science Factory during regular business hours.

**About The Lancaster Science Factory**

Founded in 2008, The Lancaster Science Factory’s non-profit mission is to inspire curiosity, creativity, and confidence by fostering an inclusive environment for hands-on STEM exploration. We actively seek to make our facility and educational programs accessible to all.

