



Visitor Services Associate Opportunity

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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 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.

At this time, we are seeking new employees with flexible availability for 10 – 25 hours per week.

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 winter holidays that fall on a Monday, some evenings for special events, and First Friday evenings.

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:

- Point-of-Sale cash register system
- Multi-line phone system

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

To apply

Send completed application or resume to: Amanda Bakay, Director of Operations 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.

