



## Visitor Services – Part Time

### **Job Description**

Our Visitor Services staff is responsible for ensuring that our guests have a great experience with The Lancaster Science Factory. That includes 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, enthusiastic, 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 organizational tasks.

*This is a part time opportunity with light, flexible hours.* The 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. **At this time we are seeking new employees with flexible availability for 10-15 hours per week.**

### **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 would 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](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.

