



Job Title: Visitor Services Associate (Part Time, Seasonal)

May 2026 – September 7, 2026

15 – 20 hours per week

\$15.45/hr.

### **Job Description**

Our Visitor Services staff ensures guests have a positive and engaging experience at The Lancaster Science Factory. Responsibilities include maintaining a clean and organized exhibit floor before opening and throughout the day, providing excellent customer service in person and over the phone, processing admissions and memberships, operating the retail point of sale system, and supporting group visits and field trips. Duties also include light cleaning and organizational tasks as needed.

Seasonal Visitor Services Associate may also be trained in assisting with birthday parties and facilitating hands-on STEM activities in the exhibit hall.

***This position requires a flexible schedule, including weekends, evenings, and holidays, with a schedule made about a month in advance.***

### **Qualities and Qualifications**

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

- Visitor Service in a Museum, Attraction, or Tourism setting
- Clear and confident 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
- Excellent problem solving, teamwork, and interpersonal skills

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

### **Physical Demands of the Job**

These physical demands represent the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.

- Regularly required to talk and hear.
- Frequently required to be standing/walking
- Frequent bending, kneeling, or stooping.
- Occasionally lifting to 50 pounds.

### **Child Abuse Clearance and Background Check Requirements**

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

*The Lancaster Science Factory is an equal-opportunity employer*

### **To apply:**

Send completed application and/or resume (cover letter optional) to Jillian Bender, Director of Visitor Services, [jbender@tlsf.org](mailto:jbender@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.

