



Visitor Services Associate I

Starting Pay: \$15.45/hour

Schedule: 10-20 hours per week

Be the Face of Science and Curiosity

At the Lancaster Science Factory, every interaction has the power to spark a lifelong love of science.

As a Visitor Services Associate, you'll do much more than welcome guests at the front desk. You'll create memorable experiences by engaging visitors throughout our interactive science center, encouraging curiosity, demonstrating exhibits, facilitating hands-on STEM activities, and helping children and families discover the excitement of learning through play.

This is an active, guest-facing position. Visitor Services Associates spend a significant portion of each shift engaging with visitors throughout the museum and should enjoy initiating conversations, facilitating play, and creating memorable experiences for guests.

If you enjoy working with people, have an energetic personality, and look forward to making someone's day a little brighter, we'd love to meet you!

Weekend availability is required. Evening and holiday shifts may also be scheduled.

What You'll Do

As a Visitor Services Associate, you'll help ensure every guest has an exceptional experience from the moment they arrive until they leave.

Responsibilities include:

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Responsibilities include:

- Welcome guests with warmth, enthusiasm, and professionalism.

- Engage children, families, school groups, and visitors throughout the exhibit floor by answering questions, demonstrating exhibits, and encouraging hands-on exploration.
- Foster a fun, inclusive, and safe environment that reflects the Lancaster Science Factory's mission of inspiring curiosity, creativity, and confidence.
- Assist guests with admissions, memberships, retail purchases, and general information while providing an outstanding visitor experience.
- Actively participate in any museum sales initiatives. This includes (and is not limited to) museum memberships, retail merchandise, birthday parties, camps, special events, and other museum programs.
- Accurately process admissions, memberships, retail sales, and other transactions using the museum's point-of-sale system while responsibly handling cash, credit card payments, and daily cash balancing procedures.
- Answer phone calls and respond to visitor questions with courtesy and confidence.
- Assist with field trips, birthday parties, camps, special events, and other museum programs and events as assigned.
- Facilitate hands-on STEM activities after completing provided training.
- Help maintain clean, organized, and fully functioning exhibit spaces throughout the day.
- Monitor exhibit areas, enforce safety guidelines respectfully, and assist with resolving guest concerns.
- Follow established museum policies, standard operating procedures, safety protocols, and daily operational processes to ensure a consistent, high-quality visitor experience.
- Perform light cleaning, restocking, organizational, and opening/closing tasks to keep the museum welcoming, safe, and ready for visitors.
- Work collaboratively with fellow staff members to support daily operations and contribute to a positive, team-oriented workplace.

Training is provided for all museum procedures, exhibits, and STEM activities.

Physical Requirements

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

This position regularly requires:

- Remaining in a stationary position and moving throughout public areas for extended periods during a shift.
- Navigating exhibit galleries, classrooms, event spaces, and other areas to assist guests, support programs, and monitor exhibit spaces.
- Frequently positioning oneself to interact with exhibits, assist visitors, and access materials, including occasional bending, reaching, stooping, or kneeling.
- Moving, transporting, or setting up materials, supplies, and equipment weighing up to 25 pounds regularly and up to 50 pounds occasionally, with or without assistance.
- Communicating effectively with guests, volunteers, and coworkers.
- Working in a public-facing environment with frequent, sustained interaction with visitors, including school groups, families, and individuals of all ages, in areas that are often busy and moderately noisy.

- Operating standard office equipment and point-of-sale systems, as applicable.

Pre-Employment Requirements

Employment is contingent upon completing the required Pennsylvania clearances and training.

All employees must obtain Pennsylvania Criminal Background, FBI fingerprint-based criminal history, Pennsylvania Child Abuse Clearance and any other clearances mandated by Pennsylvania law at the time of hire and onboarding.

All employees are also required to complete Pennsylvania Mandated Reporter Training as part of their onboarding. This training is provided by the Lancaster Science Factory.

The Lancaster Science Factory will provide guidance and assistance throughout the clearance and training process.

About the Lancaster Science Factory

Founded in 2008, the Lancaster Science Factory is a nonprofit science center dedicated to inspiring curiosity, creativity, and confidence through hands-on STEM exploration. We believe science is for everyone and strive to create an inclusive, welcoming environment where visitors of all ages can learn by doing.

Equal Opportunity Employer

The Lancaster Science Factory is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive workplace for all employees.

To Apply

Submit a resume and completed application (cover letter optional) to Nicole LaRue, Visitor Services Manager, at nlarue@tlsf.org, or complete an application in person during regular business hours.

