



Job Title: Visitor Services Associate

10-15 hours per week to start

Additional hours available Summer 2025.

\$15/hr.

Job Description

Our Visitor Services staff ensures guests have a great experience at The Lancaster Science Factory. Duties include keeping the exhibit floor 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.

Visitor Service Associates will also receive training to host birthday parties and facilitate hands-on STEM activities in our exhibit hall.

An ideal candidate would have open availability on Mondays and Tuesdays with a schedule made approximately one month in advance. Opportunities for additional hours and promotion are available.

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, Attraction, or Tourism settings
- 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

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 Robin Bowden, Manager of Visitor and Volunteer Services, rbowden@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.

