

**Job Title:** Visitor Services Associate III



**Schedule:** Approximately 30 hours per week. Wednesday – Sunday schedule subject to change based on business needs.

**Compensation:** \$17.50/hr. With additional stipends for overnight host and manager on duty roles.

**Reports to:** Manager of Visitor Services & Sales

**To apply:** Please send your resume directly to Amanda Bakay at [abakay@tlsf.org](mailto:abakay@tlsf.org).

### Job Summary

Visitor Service Associates ensure that Lancaster Science Factory guests have a great experience from start to finish. In this leadership role, the Visitor Services Associate III will be proficient in all aspects of our admission desk and exhibit floor operations, as well as serve as a host for birthday parties and overnight programs. They will also facilitate educational activities in our exhibit hall and assist with special events and public programs. Training will be provided.

### Key Responsibilities

#### **Visitor Services & Admissions**

- Opening the facility and ensuring that the exhibits and the facility are in good order before opening
- Preparing for group visits and greeting students on buses as needed.
- Greet all guests in accordance with our established customer service standards.
- Monitoring the exhibit hall throughout the day to ensure safety, cleanliness, and order. Perform light cleaning tasks as needed. Perform basic exhibit troubleshooting as needed.
- Monitor all aspects of visitor services, including exhibit condition and safety, restroom cleanliness, inventory and consumables, bus and car arrivals and departures, and escalate any challenges as needed.
- Address visitor questions and concerns professionally and promptly, both in person and over the phone.
- Facilitating Museum Education and Public Programs.
- Actively promote and sell Lancaster Science Factory Memberships. Implement membership and other marketing and sales strategies and train others.
- Accurate cash handling and POS system operations for admissions, membership sales, and retail transactions.
- Close the facility, ensuring all exhibits are closed correctly and that the facility is secure.
- The Visitor Services Associate III will be trained to serve as a Manager on Duty once they have become proficient in their daily tasks.
- The Visitor Services Associate III supports reservations and sales as needed.
- Train new volunteers and Visitor Services Associates on Visitor Services tasks related to standard operating procedures.
- Guide volunteer activities following standard operating procedures and assign tasks to staff as needed throughout the day.
- Coordinate logistics for special projects, such as public programs, data entry, or other tasks as needed.

- Complete purchasing tasks for the gift shop and front desk as assigned.
- Other duties as needed.

### **Birthday Parties (as needed)**

Families can reserve our classroom for birthday parties on weekends. When assigned as a Party Host, the Visitor Services Associate III will ensure that the room is prepared, including cleaning, setting out table covers, and, in some instances, arranging food and drinks. They will also be responsible for cleaning up after each party.

For birthday parties that include a hands-on science activity, the Party Host also prepares all necessary supplies and leads the activity. (These may include, but are not limited to, making slime, elephant toothpaste, and watercolor salt painting.)

### **Overnight Program**

Throughout the fall and winter, the Lancaster Science Factory holds “Night Shift Programs” where visitors can spend the night in our exhibit hall (7pm – 8am). When assigned as an Overnight Host, the Visitor Services Associate III will check in registered guests, set up an evening snack, address guest questions and concerns as they arise, stay overnight, set up a catered breakfast in the morning, and clean up before leaving. The associate will receive a flat rate \$225 from lights out to lights on in addition to their hourly rate before and after.

### **Qualities and Qualifications**

A well-qualified candidate would have the ability to work independently and serve as a good representative of the Science Factory to the public. All Visitor Service team members should have exceptional customer service skills and have prior experience with or a willingness to learn the following:

- Facilitating hands-on activities for children (in a classroom or informal setting).
- Visitor Service in a Museum, Attraction, or Tourism setting
- Clear communicator. Able to enforce rules and safety guidelines.
- Experience in a dynamic environment with children and families.
- Point-of-sale cash register 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 perform the essential functions of this job successfully. Reasonable accommodation can be made to enable people with disabilities to perform the essential functions of the job described.

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

- Occasional lifting up to 30 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 to Amanda Bakay, Director of Operations at [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.

