

Job Title: Visitor Services and Volunteer Coordinator

Starting Compensation: \$20-\$21/hr with additional stipends for overnight host and manager on duty roles.



This position is Full Time Non-exempt.

Reports to: Manager of Visitor Services & Sales

Job Summary

The Visitor Service Coordinator ensures that Lancaster Science Factory guests have a great experience from start to finish. In this leadership role, the Visitor Services Coordinator 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 assist with administrative tasks for special events and public programs. The Coordinator will coordinate all aspects of the Volunteer program, including recruiting, training, scheduling, and evaluation of regular volunteers. They will maintain the volunteer database and serve as the primary point of contact for volunteers. Training will be provided.

This position will be scheduled for at least 35 hours per week with a varied schedule that includes weekends, evenings, and holidays to align with business needs.

Key Responsibilities

Visitor Services & Admissions

- Open the facility and ensure that the exhibits and the facility are in good order before opening
- Create a warm and welcoming environment for staff and guests.
- Prepare for group visits and greet students on buses as needed.
- Greet and interact with all guests in accordance with our established customer service standards.
- Monitor 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.
- Facilitate Museum Education and Public Programs in collaboration with the LSF Education Team.
- 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 in accordance with cash control and financial policies.
- Close the facility, ensuring all exhibits are closed correctly and that the facility is secure.
- Train new volunteers and Visitor Services Associates in 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. Serve as a member of the Operations Team and Public Programs Committee.

- Coordinate special events and public programs as assigned.
- Provide leadership for the Visitor Services Team, developing advanced proficiency with the point of sale and other policies and procedures. Serve as the Manager-on-Duty for the facility as required. Training is provided, and an additional stipend is provided based on the length of the shift.
- Other duties as needed.

Volunteer Coordination

- Receive applications and inquiries from new volunteers.
- Communicate volunteer opportunities with active volunteers. Schedule them using a shared Google calendar or another similar platform.
- Maintain a volunteer database. Ensure volunteers meet child abuse clearance requirements. Track clearances as they expire.
- Hold basic volunteer orientations. Collaborate with other staff for specialized departmental training.
- Set annual goals and provide performance feedback to volunteers.
- Prepare reports on volunteer activity and hours served.
- Coordinate volunteer appreciation activities and events within the designated budget.

Birthday Parties (as needed)

Families can reserve our classroom for birthday parties on weekends. When assigned as a Party Host, the Visitor Services Coordinator 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” on select Saturdays where visitors can spend the night in our exhibit hall (6pm – 8am). When assigned as an Overnight Host, the Visitor Services Coordinator 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 overnight host will receive a flat rate of \$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 or Hospitality in a Museum, Attraction, or Tourism setting

- Clear communication. 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 Jillian Bender, Manager of Visitor Service and Sales at jbender@tlsf.org. Applications may also be dropped off or 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.

