

**Position Title:** Front Desk and Public  
Programming Associate

**Department:** Operations

**Reports to:** Operations Manager

**Hours:** 10-15 (includes weekends and  
evenings)

**Hourly Rate:** \$17 / Hour



### **Position Summary:**

The Front Desk and Public Programming Associate works within the Operations Department. Their duties encompass all public-facing operations and public programming, including customer service, facilitating weekend hands-on activities, supporting exhibits and facilities maintenance, and assisting with public events.

### **Position Purpose and Primary Objectives:**

Ensure engaging & excellent customer experiences for ScienceWorks guests while supporting smooth daily operations and providing facilitated programming. The primary objectives of this role are to ensure that:

- ScienceWorks guests feel welcome, well-informed, and have access to hands-on, facilitated activities (particularly on weekends)
- Financial transactions are processed accurately and securely
- The museum is tidy, inviting, and engaging

### **Essential Functions and Duties:**

#### Public Programming

- Deliver weekend programming for DaVinci's Garage, Tinkering Studio, and the Exploration Station as needed
- Collaborate with the Education team to periodically design and present live performance content (e.g. ScienceLive shows)
- Prepare and assemble all materials, equipment, and supplies needed to deliver hands-on workshops and ScienceLive shows, including gathering props, setting up demonstration spaces, testing equipment, organizing consumables, and ensuring safety protocols are in place.
- Prepare spaces prior to sessions and clean/reset afterward
- Support events or other special programs with hands-on activities as needed

#### Front Desk

- Process daily admission and gift shop sales, membership signups, and event registrations
- Answer, screen, and direct phone calls to staff. Take accurate notes
- Keep hands-on exhibits stocked with supplies, and keep public spaces clean
- Handle administrative tasks like maintaining digital records, updating databases, and completing online forms and documentation.

- Accept and perform other assignments as directed by leadership
- Perform light janitorial duties such as taking out the trash and recycling

Other

- Continuously improve through feedback from patrons and coworkers

### **Required Skills/Abilities:**

- Cheerful and upbeat personality
- Clear and effective program facilitation
- Quick learner with the ability to guide visitors through activities
- Ability to count money, perform basic math, and provide accurate change
- Core computer skills including Google Suite; database experience a plus
- Familiarity with basic office equipment, including multi-line phones, printers, and credit card machines
- Demonstrated ability to
  - Remain cordial and professional at all times
  - Engage with groups of children, teens and adults with a positive tone
  - Explain and demonstrate complex concepts in clear and simple terms
  - Field and answer questions in group settings
  - Prioritize tasks
- Excellent organizational skills and attention to detail
- Committed to teamwork to further the impact of ScienceWorks

### **Education and Experience**

- Work experience with emphasis on customer relations and service preferred
- Preference for candidates who speak a second language

### **Physical Requirements:**

- Must be able to traverse the operations facility
- Must be able to lift up to 25 pounds at a time

### **Work Environment & Physical Demands**

Duties are performed in office, museum, and outdoor settings. Duties require deskwork and some standing and walking in the building and grounds. Occasional lifting/carrying items weighing up to 25 pounds. **Please see Physical Demands Checklist below.**

Working hours depend on Museum needs. The Museum is busiest on weekends, school breaks, and some evenings. Some programs require working outdoors.

## ACKNOWLEDGEMENT

I have read this job description and understand the responsibilities and requirements of this position.

**Print Employee's Name**

**Employee's Signature**

Date \_\_\_\_\_

Supervisor's Signature

Date \_\_\_\_\_

*Science Works Museum retains the right to change or modify job duties at any time. The above job description is not all encompassing. The position requirements may vary or change to accommodate the needs of the business.*

## Analysis of Physical Demands Checklist

Key (Based on typical week):

N=Never

R=Rarely (Less than 1 hour per week)

O=Occasional (3%-33% of time)

F=Frequent (34%-66% of time)

C=Constant (over 66% of time)

[illegible]

Automatic Trans										
Standard Trans										
<i>Other</i>										
Keyboard/Ten Key				x						
Fingering (fine dexterity)		X								
Handling (grasping, holding)			X							
Repetitive Motion - Hands		X								
Repetitive Motion - Feet		X								