

Position: Visitor Services Associate

Reports To: Deputy Director

Compensation: \$17 / Hour

Commitment: 1 – 3 Days / Week (8 – 24 Hours / Week)

Possible Days: Tuesdays – Sundays

Possible Shifts: 9:30 am – 5:30 pm, 9:30 am – 1:30 pm, or 1:30 – 5:30 pm

About Us

ExplorationWorks is a hands-on science center located in the Great Northern Town Center in Helena. Founded in 2000, our mission is to ignite a lifelong love for science to enrich Montana's future. We inspire kids and their families to discover, explore, and learn together through inquiry-based science education. Each year over 40,000 visitors of all ages visit us to experience our many exhibits, programs, camps, and classes. STEM programs happen in our museum and schools, as well as public libraries and community events. Our staff consists of 16 regular employees, as well as 20 – 30 seasonal staff. We are proud to offer a fun, educational, and positive place to work.

Job Description

Your responsibilities will include (but are not limited) to the following:

- Greet visitors, check-in members, and assist with field trips.
- Manage membership sales and renewals in addition to daily admissions.
- Process opening and closing daily sales tills and financial reports.
- Assist Education department with scheduling field trips.
- Prepare and manage till bags and deposits.
- Share information about programs, events, and exhibits with visitors and members.
- Assist with daytime and after-hour events as needed and overtime allows.
- Assist with exhibit change-outs, teardown, and set up as needed.
- Ensure the museum is tidy, sanitized, and clean between janitorial cleanings.
- Collaborate with co-workers through email, phone, text, and in person.
- Maintain a high level of energy and enthusiasm regardless of the situation.
- Always model acceptable behavior through a professional demeanor.

REQUIRED QUALIFICATIONS

- Clear Federal Background Check
- Minimum 18 Years of Age
- Ability to Lift and Carry up to 30 lbs.
- Reliable Transportation
- High School Diploma
- Ability to Stand or Sit for up to 4 hrs.



ESSENTIAL SKILLS

- Positive Attitude and Ability to Take Initiative
- Adaptable to Changing Needs
- Critical Thinking Skills
- Superior Communication and Customer Service Skills
- Reliable and Punctual
- Proficiency with Microsoft Office
- Responsible and Self-Motivated
- Capable of Working as Part of a Team and Independently
- Flexible to Shifting Priorities
- Comfortable Handling Confidential Information
- Willingness to Learn
- High Level of Integrity

ASSETS

- Experience Working in a Museum, Customer Service, Administration, and / or Sales
- Experience Working with Children
- Experience Handling Cash in a Professional Environment

BENEFITS

- Discounts on Programs
- FREE Family Membership

Apply

Please forward your cover letter and resume to: karig@explorationworks.org and heathero@explorationworks.org. Hiring is ongoing until a suitable candidate is selected. Only those chosen for an interview will be contacted.

ExplorationWorks is committed to an inclusive environment and proud to be an equal **opportunity employer**. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity, sexual orientation, national origin, disability, and/or age.

