

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Guest Services Team Member

Inspiring Curiosity through Exploration
Valuing Nature's Wisdom

Department: Experience

Position Title: Guest Services Team Member

Primary Reporting Responsibility: Director of Museum Programs and Experiences

Status: Part-time/ Non-exempt

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position: This staff member is an outgoing and knowledgeable communicator responsible for engaging visitors in our programs and experiences to enhance the visit of everyone entering the Museum. Under the guidance and supervision of the Director of Museum Programs and Experiences, the Guest Services Team Member position will rotate through many tasks, including scanning tickets, engaging with guests, and assisting with cleaning and sanitizing spaces to maintain a safe and welcoming environment. The Guest Services Team Member is also the “eyes and ears” to the safe and consistently high-quality presentation of the Museum to the public. Although the position officially reports to the Director of Museum Programs and Experiences, this position will routinely be under the supervision and direction of the Manager On Duty (MOD).

Priority Projects: With the onset of the COVID-19 pandemic, all staff of the Buffalo Society of Natural Sciences will be required to perform duties and tasks that support the operation of the entire Society and may fall outside those tasks primarily associated with this function. To that end, staff may be required to take on additional roles including, but not limited to, guest services, capacity monitoring, cleaning and sanitation. These tasks will be assigned by your supervisor and take priority over other duties as outlined in this job description.

Essential Functions:

- Provide excellent customer service and demonstrate an outgoing, friendly, helpful demeanor at all times.
- Support and collaborate with other staff and volunteers in presenting a high-quality visitor experience.
- Be well versed in Museum offerings to serve as a resource person for guests.
- Transact ticket scanning using Altru systems accurately, and efficiently.
- Respond quickly to guest needs.
- Complete all daily cleaning and sanitization on schedule, according to SOPs.
- Clean and maintain safe hallways, staircases, and galleries as necessary.
- Clean and sanitize surfaces using appropriate supplies, tools, and training.
- Facilitate science demonstrations and discussions with visitors in various Museum settings.
- Comfortable talking with guests about basic science concepts.
- Maintain a friendly and professional disposition with all staff and guests.
- Perform other duties as assigned.

Education, Experience, Skills, and Qualities Required:

- High School Diploma or equivalent.
- Prior customer service experience preferred.
- Strong teamwork and collaboration skills.
- Basic computer knowledge and skills.
- Maintain a friendly and professional disposition with staff, customers, and guests.
- Dress in branded, laundered, clean, or other supervisor approved clothing.
- Weekend schedule, occasional flexible hours as situations arise.

Physical Demands:

- Able to communicate with small and large groups.
- Operates sanitation tools using proper techniques (training provided).
- Communicates and exchanges information in person and by radio.
- Constantly moves about the building for long periods of time to monitor spaces.
- Frequently transport up to 40 pounds of materials with the assistance of a wheeled cart.
- Must be able to work flexible hours, including weekends, holidays, and evenings.

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time.

The Society's culture is one of collaboration, collegiality, and teamwork. The incumbent must have a desire to work in a mission-first and audience-centered culture; produce products and experiences of exceptionally high quality; enjoy work and colleagues; and embrace the Society's core values of integrity, knowledge, diversity, and engagement.

Please send cover letter, resume, salary requirements and names of three references via USPS or email to:

Sarajane Gomlak-Green

Director of Museum Programs and Experiences

Buffalo Museum of Science

1020 Humboldt Parkway

Buffalo, NY 14211

careers@sciencebuff.org

EOE