

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Lead Phone Representative/Executive Office Assistant

Inspiring Curiosity through Exploration
Valuing Nature's Wisdom

Department: External Relations

Position Title: Lead Phone Representative/Executive Office Assistant

Primary Reporting Responsibility: Director of External Relations

Status: Full Time/Non-Exempt

Schedule: Wednesday through Sunday, 9:00 am – 5:00 pm; schedule subject to change in response to Museum operations

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: The Lead Phone Representative/Executive Office Assistant serves as the primary telephone service provider to callers to the Buffalo Museum of Science. Responsibilities will include answering questions, directing calls, and assisting callers with making reservations, purchases, and other needs. The position will also provide an array of administrative support to members of the Buffalo Society of Natural Sciences staff leadership team, including scheduling, meeting coordination, and document preparation.

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.

Lead Phone Representative Essential Functions:

- Serve as the lead telephone representative for callers to the Buffalo Museum of Science; be courteous, professional, and welcoming as the voice of the Museum.
- Assist callers as necessary, including providing information, directing calls, and making reservations and purchases in the Altru database.
- Work in a pro-active manner to learn about Buffalo Museum of Science and Tifft Nature Preserve's operations and programs.
- Coordinate informational resources for other colleagues who assist with telephone coverage.
- Make outgoing calls to assist with program booking and scheduling.
- Work collaboratively with colleagues across the organization to ensure an outstanding guest experience
- Serve as a member of the external relations team, contributing to the success of projects and goals

- Work with Head of Information Technology to ensure the Society's outgoing voicemail messages are accurate and well organized for a positive caller experience.
- Provide backup coverage for front desk admissions responsibilities during daily breaks, as needed.

Executive Office Assistant Essential Functions:

- Working with business office, oversee outgoing checks: ensure accurate amounts, recipients, and signatures; process for mail and distribute internal checks
- Manage a consolidated office supplies inventory and act as the centralized source of office supplies ordering. Manage supply costs down, working to recycle/reuse as many supplies and possible.
- Provide administrative support to members of the staff Leadership Team including: scheduling meetings; meeting minutes; proofreading documents; completing expense and mileage reports; check requests and Visa reconciliation reports; procuring meeting supplies when necessary
- Print and mail donation acknowledgements as needed and track communications through the Altru Database
- Greet and welcome visitors to the Buffalo Museum of Science administrative office suite
- Oversee requests for donations; fulfill requests when appropriate
- Receive and fulfill Arts Access pass requests in a timely manner and submit monthly reports to Arts Services Initiative
- As directed, assist with development of marketing and communication materials

Education, Experience, Skills, and Qualities Required:

- Must have excellent customer service skills and demonstrate strong professionalism and enjoyment of work
- BS or BA degree with at least two years of experience in professional office setting and at least two years of experience providing customer service
- Comfort speaking on the phone and familiarity with professional office procedures
- Strong computer skills with a proficiency in Microsoft Office programs (Word, Excel, PowerPoint)
- High attention to detail with the ability to manage multiple projects simultaneously
- Desire to work in a fast-paced setting and produce experiences and products of the highest quality, as well as to sincerely enjoy work and colleagues
- Interest in working in a museum or informal science education field a plus
- Lifelong learner with a natural sense of curiosity and respect for science and the scientific process.

Physical Demands:

- Sitting for long periods of time at a work desk/computer on a daily basis.
- Reading printed material and computer screens regularly throughout the day.
- Hearing and talking with people inside and outside the organization either in person or on the telephone routinely on a daily basis.
- Flexibility to work a varied schedule – occasional early mornings and evenings, as needed

The Museum's culture is one of collaboration, collegiality and teamwork. Candidates must enjoy working with people and have a desire to produce products and experiences of the highest quality. This job description is not intended to be interpreted as a comprehensive inventory of all duties, qualifications and work conditions. There will be times when the duties of this position will be modified in order to provide the best possible experience for our guests.

Please send cover letter, resume, salary requirements and names of three references by email to careers@sciencebuff.org or by USPS to:

Amy Biber Collson
Director of External Relations
Buffalo Museum of Science
1020 Humboldt Parkway
Buffalo, NY 14211.

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