

**BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION**  
**Guest Experience Team Lead**

*Inspiring Curiosity through Exploration*  
*Valuing Nature's Wisdom*

**Department:** Guest Experience

**Position Title:** Guest Experience Team Lead

**Primary Reporting Responsibility:** Guest Experience Manager

**Status:** Full-time/non-exempt: Sunday through Thursday, 8:30 a.m. – 4:30 p.m.

**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 Guest Experience Manager, the Guest Experience Team Lead will assist with coaching and training members of the Guest Experience Team in guest engagement and activity facilitation. As needed this position will also complete all other Guest Experience Team Member responsibilities such as greeting guests, selling and scanning tickets, facilitating hands-on activities at the museum and at partner locations, and assisting with cleaning and sanitizing spaces to maintain a safe and welcoming environment. Guest Experience Team Members are the “eyes and ears” to the safe and consistently high-quality presentation of the Museum to the public. The Guest Experience Team Lead also has the critical function of acting as a back-up “Manager on Duty” when the Guest Experience Manager is unavailable. This important role requires excellent decision-making and leadership qualities.

**Essential Functions:**

- Provide excellent customer service and demonstrate an outgoing, friendly, helpful demeanor at all times. Respond quickly to guest needs.
- Support and collaborate with other staff and volunteers in presenting a high-quality visitor experiences.
- Be well versed in Museum and Tiff Nature Preserve offerings to serve as a resource for guests.
- Under the director of Guest Experience Manager, train and coach Guests Experience Team members in guest engagement techniques and facilitation of hands-on activities, demonstrations, and shows.
- Assist the Guest Experience Manager with administrative, communication, and retail operations as assigned.
- Complete sales transactions accurately and efficiently.
- Complete all daily cleaning and sanitization on schedule, according to SOPs.
- Maintain clean and safe hallways, staircases, and galleries as necessary.
- Facilitate hands-on activities and discussions with visitors in various Museum settings.
- Continuously learn to facilitate new activities as appropriate.
- Perform other duties as assigned.

**Education, Experience, Skills, and Qualities Required:**

The Society’s culture is one of collaboration, collegiality, and teamwork. The Guest Experience Team Member must have a desire to work in a mission-first and audience-centered culture following the Society’s core values of

integrity, engagement, diversity, and knowledge. The Guest Experience Team Member must intend to produce products and experiences of exceptionally high quality and to enjoy work and colleagues.

To be successful, the Guest Experience Team Lead must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or equivalent.
- Prior customer service experience preferred.
- Strong teamwork and collaboration skills.
- Basic computer knowledge and skills.
- Outstanding interpersonal skills and the ability to motivate and excite others.
- Strong communicator, comfortable speaking publicly and to groups.
- Lifelong learner with a sense of curiosity and respect for science and the scientific process.

**Physical and Other Demands:**

- Must adhere uniform policy by dressing in branded, clean, or other supervisor-approved clothing.
- Constantly moves about the building for long periods of time to monitor spaces.
- Frequently transports up to 40 pounds of material with the assistance of a wheeled cart.
- Must be able to work flexible hours, including weekends, holidays, and occasional 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.

At the Buffalo Society of Natural Sciences, we believe that to achieve the greatest potential in opportunity, innovation, and discovery, as well as to reach the highest level of effectiveness and well-informed decision making, diversity of experience and viewpoints is paramount. Further, as a mission-first organization that seeks to be a welcoming and welcomed resource for all in our community, the Society strives to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or genetic information.

Please send cover letter and resume to:

**Buffalo Museum of Science**

ATTN: Careers  
1020 Humboldt Pkwy  
Buffalo, NY 14211

Or, email [careers@sciencebuff.org](mailto:careers@sciencebuff.org) with GUEST EXPERIENCE TEAM LEAD in the subject line.

Job Type: Full-time

Salary: \$18.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Employee assistance program
- Employee discount
- Flexible schedule
- Health insurance
- Health savings account
- Life insurance
- Paid time off