

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Guest Experience Team Member

***We inspire joyful exploration of science and nature through
engaging experiences, unique resources, and exceptional staff.***

Department: Programs and Experiences

Position Title: Guest Experience Team Member

Primary Reporting Responsibility: Guest Experience Manager

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 Guest Experience Manager, Guest Experience Team Members will rotate through many tasks, including but not limited to greeting guests, selling and scanning tickets, selling memberships, facilitating hands-on programming and activities, and assisting with cleaning and sanitizing spaces to maintain a safe and welcoming environment. Guest Experience Team Members may also facilitate birthday parties and assist with other programming at the museum or within the community, as needed. They are the “eyes and ears” to the safe and consistently high-quality presentation of the museum to the public.

Essential Functions:

- Provide excellent customer service and demonstrate an outgoing, friendly, helpful demeanor at all times. Respond quickly to guest needs.
- Develop and facilitate science based hands-on experiences, activities, and mini shows with guests in various settings.
- Continuously learn to facilitate new activities as appropriate.
- Support and collaborate with other staff and volunteers in presenting high-quality visitor experiences.
- Be well versed in Museum and Tifft Nature Preserve offerings to serve as a resource for guests.
- Complete sales transactions accurately and efficiently.
- Complete all daily cleaning and sanitization on schedule, according to standard operating procedures.
- Maintain clean and safe hallways, staircases, and galleries as necessary.
- Perform other duties as assigned.

Education, Experience, Skills, and Qualities Required:

The Society’s culture is one of collaboration, collegiality, and teamwork. The Guest Services 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 Services 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 Member 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.
- Working toward a degree in a science related field preferred.
- 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.

Equal Opportunity Employer

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.

The salary for this position is \$15.45 per hour.

Please send cover letter and resume via email to careers@sciencebuff.org Please include "Experience Team" in the email subject line.