



JOB DESCRIPTION

Position Title: Guest Experience Associate
Department/Division: Experience

Reports To: Guest Experience Manager
Status: Part-time, Non-Exempt

Overview:

The Buffalo Society of Natural Sciences, which comprises the Buffalo Museum of Science and Tifft Nature Preserve, is a highly valued and historic organization in the Buffalo community dedicated to inspiring joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff. 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.

Summary of Position:

The Guest Experience Associate staff are the front-line of the museum's customer service program. The Guest Experience Associate welcomes patrons and communicates scientific information to the museum's wide variety of guests. The customer service responsibilities include welcoming and informing guests about opportunities to participate in events, programs, activities, and selling admissions, memberships, and merchandise. The Guest Experience Associate also presents scientific demonstrations and stage show performances. Ideally, a candidate for this position would be comfortable in both Customer Service and Science Communication roles. Guest Experience Team Members may also help facilitate birthday parties and assist with other programming.

Essential Responsibilities:

- Presents a friendly, welcoming, and helpful attitude.
- Provides excellent customer service, proactively responds to guests' needs.
- Communicates accurate information about Society activities, events, and programs.
- Complete sales transactions accurately and efficiently.
- Maintains good cash management practices.
- Presents science based hands-on experiences and stage shows for guests.
- Continuously learning and developing how to facilitate new experiences and stage shows.
- Support and collaborate with staff to present high-quality guest experiences.
- Complete routine cleaning/organizing workspaces according to best practices.
- Perform other duties as assigned.

Education, Experience, Skills, and Qualities Required:

- High school graduate or equivalent.
- Prior relevant customer service experience.
- Demonstrated experience working collaboratively, teamwork skills.
- Basic computer skills (Microsoft Office suite).
- Outstanding interpersonal skills, ability to motivate and excite others.
- Strong communicator, comfortable speaking publicly in groups.
- Lifelong learner with a sense of curiosity, understanding of basic science concepts preferred.

Physical and Other Demands:

- Adhere to uniform policy, dress in brand, or supervisor-approved clothing.
- Able to frequently move around the building.
- Ability to lift up-to 40lbs occasionally.
- Able to read, understand, and write printed and digital documents.
- Able to sit for long periods of time at a desk/computer.
- Able to operate a standard computer system (screen, keyboard, mouse).
- Able to work flexible hours, including weekends, holidays, and occasional evenings.
- Regular attendance is an essential function of the job.
- Maintains a valid NYS driver's license
- Willingness and ability to travel.

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.

To Apply:

The salary for this position is \$16.50 per hour, along with a competitive benefits package. Interested candidates should send a cover letter and resume to randerson@sciencebuff.org.

Equal Opportunity Employer:

The Buffalo Society of Natural Sciences is an equal opportunity employer, and strongly encourages expressions of interest from people of color, individuals living with disabilities, women, and the LGBTQ+ community. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.