JOB DESCRIPTION

Position Title: Guest Experience Seasonal Associate
Department/Division: Experience
Rate: $16.50 per hour

Reports To: Guest Experience Manager
Status: Seasonal 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 historied 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 Associates are the front-line of the museum's customer service program. Guest Experience Associates welcome patrons and communicate 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, as well as selling admissions, memberships, and merchandise. The Guest Experience Associate also presents exhibit-based guest interactions, discovery cart interactions, and tours. An ideal candidate for this position would be comfortable in both customer service and public communication roles. This role is expected to begin in mid-December 2026 and run through late May 2027.

Essential Responsibilities:
- Present a friendly, welcoming, and helpful attitude.
- Provide excellent customer service and proactively responds to guests' needs.
- Communicate accurate information about Society activities, events, and programs.
- Complete sales transactions accurately and efficiently.
- Maintain good cash management practices.
- Continuously learn about the exhibits and materials for museum wide events and initiatives.
- Support and collaborate with staff to present high-quality guest experiences.
- Willing to work a flexible schedule that includes occasional evening hours.
- Complete routine cleaning/organization of workspaces and handling concession food items according to best practices.
- Available to work weekends regularly.
- Conduct tours and exhibit or discovery cart interactions with enthusiasm and confidence while providing accurate information and upholding museum standards.
- Maintain policies and cleanliness in exhibits with a focus on our traveling exhibit spaces.
- 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 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.
- Maintain a valid NYS driver's license is preferred.
- Willingness and ability to travel.

To Apply:

The hourly rate for this position is $16.50 per hour along with a competitive benefits package. Interested candidates should send cover letter and resume to **rbarton@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.