



Visitor Service and Education Associate

Reports to: Education Coordinators

Nature and Scope of Position: Assist with implementing Discovery Center's education programs (on-site, outreach, public, virtual), interacting with guests and assisting with keeping the building and exhibits clean and safe.

Key areas of responsibility

Education

- Assist in the planning and execution of Discovery Center education programs, as assigned by the Education department, ensuring impact and outcomes are meeting current curriculum standards and are innovative, inspiring, engaging, and of the highest quality.
- Assist with animal care, upon training

Visitor Services

- As the first line of contact and in conjunction with visitor services colleagues, greet and interact with museum guests to make them feel welcome and enhance their visitor experience. Identify and work to resolve any visitor-related issues.
- Respond effectively and knowledgeably to questions from visitors regarding all aspects of the museum including exhibit information, planned programs/events, local tourist information, along with membership and volunteer opportunities
- Upon training, work at the front desk. Duties may include checking in visitors, providing a brief orientation, answering general questions both in-person and on the phone, and processing memberships to ensure every visitor is informed and prepared for their Discovery Center visit.
- Perform routine cleaning of exhibition spaces to ensure the best possible visitor experience
- Complete routine/basic disinfection of exhibits for COVID-19 safety compliance
- Notify exhibit staff of any repairs/maintenance needs for exhibit spaces
- Assist with all opening and closing procedures for exhibition spaces

Other

- Attend monthly staff meetings, as schedule allows
- Other duties as assigned

Competencies:

Strong communication skills
Results-oriented
Quality-minded
Multi-task
Client service-minded
Organized

Interpersonal skills
Attention to detail
Flexibility
Prioritization skills
Punctuality and timeliness
Positive, upbeat attitude

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

functions. The requirements listed below are representative of the knowledge, skills and/or abilities required:

- Ability to interact effectively, professionally, and courteously with visitors, staff and volunteers.
- Interactive and fast-paced team oriented tasks
- Exhibit high levels of flexibility and ability to work with a team
- Must possess a valid Tennessee Driver's License or have access to reliable transportation..
- Ability to relate to persons of all ages, diverse backgrounds, skills and abilities.
- Must be able to handle multiple tasks.
- Comply with a flexible work schedule, including weekends and holidays.
- This job requires periods of standing, sitting, walking, stooping, kneeling, reaching, turning, twisting, bending above and below the waist, use of hands and arms, lifting, talking, hearing, use of computer and keyboard. Must have the ability to use both hands in fine manipulation of small tools; the ability to see well enough to read handwritten and typewritten materials; push/pull up to 10 lbs.
- Noise level varies from quiet to loud
- Temperature varies from hot to cold