

Glazer Children's Museum

JOB DESCRIPTION

Program Team Member – PT

Position Summary:

The primary responsibility of the Program Team Member is to facilitate a positive and high quality visitor experience at the Museum by delivering educational programming, assisting in program evaluation, and participating in experience/program creation to create a memorable guest experience. This is achieved through the delivery of formal and informal educational experiences and creating fun and engaging interactions with children and families within Museum exhibits. Program Team Members are also responsible for the facilitation of Birthday Parties, Camps, outreach programs and other Museum events as well as maintaining a clean and safe environment. Program Team Members report to the Visitor Experiences Manager. In his/her absence, they report to the Director of Education & Community Partnerships.

Essential Functions:

- Create a memorable experience for all visitors by providing a welcoming, engaging, and fun environment.
- Create an upbeat and positive atmosphere where families feel open to explore, try new things, test their knowledge, and get messy.
- Conduct large, medium, and small scale demonstrations on a variety of content areas.
- Empower caregivers to use exhibit galleries both as designed and to find new ways to safely explore with their children.
- Deliver well prepared, energizing programs.
- Provide oversight and engagement to groups that visit from schools, camps, etc. by choosing appropriate games, activities, and demonstrations to entertain and educate large groups.
- Must stay visible to guests so you are available to answer questions, interact, and maintain safety standards.
- Excel in an area of interest that aligns with the Museum's curriculum to bring your special skill to the visitors in a high quality and fun way.
- Meet metrics and goals set by you and your supervisor to continue growing as a Program Team Member.
- Proactively, quickly and professionally respond to challenging or stressful situations like code adams, spills, displeased guest, etc.
- Thoughtfully attend to the needs of guests, coworkers, and the Museum to best represent a high quality environment.
- Ability to interact with a variety of guests including diverse ages and abilities.
- Work closely with Operations Team to report exhibit issues quickly and follow up on repairs.
- Work closely with Visitor Services Team to best understand offerings like memberships, birthdays, paid programs, and more to be able to answer guest questions and encourage guest engagement.

- Work closely with Janitorial Team to report cleanliness issues and follow your own cleaning schedule.
- Serve as a Birthday Buddy for Museum Birthday Parties, including performing programs/activities, assisting parents and keeping the party space in order and clean.
- Potential to serve as a Camp Leader at designated times.
- Maintain a high level of visibility, energy and enthusiasm in all interactions with visitors.
- Assist in daily set-up, cleaning and maintenance duties throughout the Museum exhibits.
- Assist in evaluation of programs on an ongoing basis.
- Assist in the collection and interpretation of survey data from programs and field trips.
- Responsible for tracking and stocking inventory related to exhibits, programs, birthdays, camps and field trips.
- Responsible for ensuring that all classrooms and the art lab are clean and prepped for daily activities.
- Participate in meetings and trainings to stay informed, have a voice in conversations, and learn or polish essential skills.
- Make suggestions about improved operations, programs, evaluations, etc.

Non-Essential Functions:

- Other duties as required.

Education/Training:

- Must be at least 18 years old. High school senior or high school diploma or equivalent. Some college preferred.

Mental Skills and Abilities:

- *Math* – high school level ability; to calculate variables, formulas, ratio and proportion; to use practical application of fractions, percentages, and statistics.
- *Reading* - Ability to read and understand schedules, reference books and scripts.
- *Writing* - Ability to write summaries and reports using proper format and conforming to rules of punctuation, grammar, diction and style.
- *Speaking* - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion. Comfortable with public expository and extemporaneous speaking.
- *Reasoning Ability* - Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions; to plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions.

Education/Training:

- Must be at least 18 years old. High school senior or high school diploma or equivalent. Some college preferred
- Bilingual English/Spanish preferred

Experience/Skills:

Program Team Members will have the following personal competencies and characteristics:

- S/he will flourish in a diverse and high-achieving environment and will be energized by interacting with children, families, and groups in an educational setting.
- S/he will be a confident and articulate communicator with the ability to work fluidly with multiple departments.
- S/he will be an excellent communicator who is able to interact with a variety of coworkers, guests, volunteers, and partners.
- The Program Team Member is an individual of unquestioned integrity, ethics, and values; someone who can be trusted without reservation.
- S/he will have a personal style that is polished, collaborative, and decisive, as well as a sense of humor and perspective in his/her work.

Work Situations:

- *Communication* - The ability to relate to people in situations involving more than giving and receiving instructions.
- *Direction, Control and Planning* - Adaptable to accepting responsibility for the direction, control, or planning of an activity. The employee may be in a position to negotiate, organize, direct, formulate practices, or make decisions.
- *Feelings or Ideas* - Adaptable to situations involving the interpretation of feelings or ideas in terms of personal viewpoint. The employee may be called upon to use creativity, self-expression, or imagination.
- *Influencing* - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be in a position to motivate, convince, or negotiate.
- *Measurable or Verifiable Criteria* - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data.
- *Performing Under Stress* - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting.
- *Repetitive, Continuous* - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature.
- *Sensory or Judgmental Criteria* - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations.
- *Set Limits, Tolerances, or Standards* - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job.
- *Variety and Change* – Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor.

Physical Demands:

- *Light Work* - Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Climbing* - Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Fingering* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:
 - (a) Clarity of vision at 20 inches or less.
 - (b) Clarity of vision at 20 feet or more.
 - (c) The ability to judge distance and space relationships.
 - (d) The ability to identify and distinguish colors.

Other Requirements:

- *Travel* - may require occasional travel
- Valid State Driver's License
- Will require weekend, holiday and some evening work
- Will require both indoor and outdoor work
- Will require uniform/dress code

Supervision/Contacts:

- Receives supervision from the Manager of Visitor Experiences
- Daily contact with Museum employees, volunteers and management
- Daily contact with visitors; occasional contact with outside vendors

Environment:

- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside.

Tools and Equipment Used:

- Personal computer, fax machine, telephone, computer printers, calculator, copier, museum alarm system, lighting controls, museum exhibit PCs and software, interactive components, small and large home appliances.

I certify that I have reviewed and understand all of the requirements of performing this job and that I am capable of meeting each and every requirement, with or without reasonable accommodation. I understand that the essential and/or non-essential functions and the associated abilities, requirements and conditions outlined above describe the general nature and level of the work performed. I understand that they are not intended to and in no way represent an exhaustive listing of all tasks involved in performing the job. I understand that business necessity may dictate changes in the position requirements at any time. I understand that even though I may be able to perform the job, there are other requirements I must meet before being offered the job. I understand that I must perform all essential and non-essential functions in a manner that is not hazardous to myself or to others. I also understand that any employment relationship with this company is of an "at-will" nature, which means that if employed I will be free to resign at any time, and that the Company may terminate my employment at any time, with or without prior notice.

Signature

Date