FACILITATOR
Job Description

Qualifications: Experience working with children or other customer service related position. Strong communication skills, pleasant personable manner, ability to learn, ability to manage multiple tasks. High school diploma or equivalent required.

Broad Function: Facilitators ensure a positive, safe, and pleasant experience for all visitors to the museum.

Facilitators are supervised by Floor Managers and the Museum Experience Manager

Facilitator responsibilities fall into three main categories
1) Playing and Customer Service
2) Tasks and maintaining cleanliness of Museum
3) Communicating well with the team

Here are in detail some of the daily responsibilities a facilitator may encounter:

Opening and Closing of the Museum
- Carry out daily procedures as determined by the Floor Manager.

Facilitation of Exhibits
- Facilitate and playing with the exhibits, children and all other visitors who are in the museum.
- Reset/tidy up exhibits to ensure a high quality experience for guests.
- Report any damaged exhibits to the Floor Manager and/or Exhibits Manager.

Facilitation of Field Trips
- Greet school groups, teachers and chaperones in a friendly and courteous way as they enter the museum.
- Direct the group’s lead teacher to communicate necessary information to Front Desk.

Front Desk Procedures
- Collect admissions and responsibly handle all money exchanges
- Work gift shop register, collecting admissions accurately and efficiently in a timely manner as to ensure a short stop in line
- Answer the telephone and route calls in a friendly, personable and helpful manner
- Sell Memberships and promote the Membership programs
- Promote daily and future programs

Maintaining a Safe and Clean Environment
- Pick up manipulatives, organize exhibits
- Regularly clean restrooms, kitchen, and overall facility
- Enforce museum policies and rules
- Assist with emergencies, as needed
- Assist with clean-up on non-hazardous materials and some bodily fluids
- Assist with minor repairs and maintenance of exhibits
- Report broken exhibits, manipulatives and building problems to Floor Manager/Exhibit Manager
- Assist with exterior maintenance, e.g. windows, snow removal etc

**Communication with the Team**
- Check work email each schedule shift
- Communicate with Floor Manager about breaks and needing to step off the floor
- Communicate with other Facilitators about tasks, stepping off the floor and breaks

- *All other duties as required by the Floor Manager and/or Museum Experience Manager*

**Physical/Mental Demands**
- Communicate effectively with co-workers, museum visitors, volunteers, and the general public.
- Possess the verbal and numerical aptitude to complete tasks and projects in a timely manner.
- Maintain a positive attitude in times of large crowds and group visits.
- Must be alert, able to concentrate, and possess good judgement and analytical skills.
- Walking, bending, kneeling required on a daily basis while facilitating the Museum. Lifting required on a regular basis, usually in conjunction with exhibits, deliveries and special events.

Facilitators are part-time staff and may be scheduled between 15 to 32 hrs/wk. Facilitators work a flexible schedule that will include days, nights and weekends. They must believe in and be able to demonstrate learning through play.

Facilitators are expected to attend periodic trainings and staff meetings. They must be knowledgeable about all programs, special events and future activities. They must work cooperatively with all museum staff members and treat each co-worker, volunteer and visitor with respect and dignity. Facilitators must support a positive morale within the organization and to visitors. They must act as an ambassador for the Children’s Museum at all times.