



POSITION TITLE: Visitor Services Exhibit Engagement Associate

REPORTS TO: Visitor Services Manager

EXEMPT OR NON-EXEMPT: Non-Exempt

POSITION TYPE: Part-time, Seasonal

POSITION OVERVIEW:

This visitor services position interacts directly with visitors on the museum floor, assisting with guest needs and enhancing guest experiences through explanation and interpretation of museum exhibits and animals. The ideal candidate has an out-going, pleasant personality, is detail oriented, self-motivated, and enjoys working with others in a team environment. This is a seasonal position for the fall of 2025, but it could lead to longer-term employment, depending on science center needs beyond fall, as well as other factors.

The focus of this position is to engage and interact with guests in our special feature exhibit area, making the visitor experiences fun, informative, entertaining, and memorable. Responsibilities also include working in permanent exhibit areas including the Aquarium, Naturalist Center, Land-to-Sea, CollABoratory, Energy Avenue, Expanding Horizons, Millholland Planetarium, and more. In addition, staff may also be trained to operate our ticketing & admission software point-of-sale system.

ESSENTIAL JOB FUNCTIONS:

- Greet and engage visitors in a customer friendly manner, providing a positive guest experience.
- Explain and interpret for visitors the background science to museum exhibits and animals, focusing on an informal, observation-based, inquiry-based approach to learning.
- Present scientific floor demos and other educational activities in an interesting and fun way, as scheduled or directed.
- Open and close exhibit areas as needed. Maintain neat and clean exhibit areas through daily cleanings/disinfection.
- Assist with minor exhibit maintenance/repair.
- Promote membership sales and program registrations among guests as appropriate.
- Provide accurate and up-to-date information for visitors on weekly/monthly museum activities and upcoming special events.
- Follow other daily procedures and duties as required and requested.

PHYSICAL REQUIREMENTS:

The person in this staff position must be able to:

- Lift boxes or crates up to 40 lbs;
- Walk, stand, or sit for long periods of time;
- Move flexibly, such as crouch, bend, kneel, stretch, and reach.

COMPETENCIES & QUALIFICATIONS:

- Basic English speaking and reading skills.
- Experience working with people, especially with the public in a customer-service oriented setting, or in a teaching capacity.
- Drama/theatrical or communications background or training helpful.
- Excellent customer service and inter-personal communication skills, along with a dynamic, outgoing, friendly, people-oriented personality.
- Computer skills and proficiency helpful.
- Social aptitude for proactively approaching and helping people.
- Flexibility to work weekdays and some weekends as scheduled.
- Science interest and/or background.

EDUCATIONAL REQUIREMENT:

- High school diploma preferred; college degree or some college experience helpful.

NOTE: All applicants must participate in a drug test and criminal background check as part of the pre-employment process for Catawba Science Center.