Part-time Weekend Visitor Services Associate

About Us
ExplorationWorks is a hands-on science center located in the Great Northern Town Center in Helena, MT. Each year over 42,000 visitors of all ages come to ExplorationWorks to experience our many exhibits, programs, camps and classes. In addition, we offer science classes and experiences offsite at schools and community centers. Every day we inspire kids and their families to discover, explore and learn together. Our staff consists 12 regular employees as well as seasonal staff. We are proud to offer a fun, educational and positive place to work.

SUMMARY OF POSITION

The Weekend Visitor Services Associate position is the face of ExplorationWorks. This position will oversee the day-to-day front of house operations during the weekend, with a focus on excellent customer service. This position will be responsible for ensuring that the museum is meeting all health and safety measures recommended by the health department. Up to two staff members will be working per shift and will alternate between front desk responsibilities and monitoring the museum floors.

The Weekend Visitor Services Associate position is 10-22 hours per week (Saturdays and Sundays 9:30am-5:30pm). This position is two weekends per month only.

ESSENTIAL FUNCTIONS
● Assist visitors with exhibits, answer questions, and have fun with guests!
● Manage and maintain admissions desk and financial records including membership sales and renewals, daily admission sales, opening and closing of daily sales tills, reporting on museum software.
● Monitor activities on the museum floors including regularly wiping down exhibits, stocking hand-sanitation stations, and enforcing the various safety measures for exhibits.
● Monitor the cleanliness of restrooms and wipe down surfaces during the day.
● Ensure that all health and safety measures are being met which may include wearing masks, regularly disinfecting surfaces and monitoring hand-sanitation stations.
● Ensure the museum is straightened
● Set up before and clean up after birthday parties
● Other duties as required to support our mission

QUALIFICATIONS
● Responsible, reliable, and on-time
● Able to responsibly handle sensitive and confidential information
- Able to work independently
- Available to work weekends
- Team player
- Able to enforce health and safety measures
- Overall positive attitude

**REQUIREMENTS**
- Ability to work two weekends per month
- High School Diploma
- Relevant experience working in customer service and/or administrative positions
- Excellent customer service skills
- Experience working with children in an informal or formal setting
- Experience with cash registers and handling cash
- Positive attitude and passion for education
- Proficiency with Microsoft Office (Outlook, Word, Excel, etc.) preferred
- Ability to sit or stand for long periods of time
- Ability to lift 10-25 lbs
- Must pass a required background check

**SALARY**
- $13.00-$14.00 per hour

**HOURS**
- 10-22 hours per week, two weekends per month (total of 20-44 hours per month)

To apply, please submit an electronic file with resume and hours of availability to info@explorationworks.org or 406-457-1800 x 1 with any questions.