**POSITION TITLE: MUSEUM FACILITATOR**

**Department:** Public Operations

**Classification:**
- ☒ Nonexempt
- ☐ Salaried
- ☐ Hourly

**Weekly Hours:**
- ☐ Full-Time
- ☒ Part-Time

**Compensation:**
- Salary: $15/hour

**Reports To:** Museum Operations Manager

**POSITION OVERVIEW**

The Exhibit Facilitator will work directly with museum visitors at the Admission Desk and throughout the museum exhibit areas answering questions and assisting with exhibits and activities to deliver and ensure an exceptional visitor experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide exceptional customer service as the primary point of contact for the museum by welcoming visitors, answering questions, and interpreting exhibits.
- Staff the Visitor Services Desk to support the sale of admission tickets and museum store merchandise, assist with field trip check-in and payment, and answer the museum’s general phone line.
- When not staffing the Visitor Services Desk, move throughout the public museum spaces to interact with visitors and answer questions.
- Contribute to the general upkeep of the museum by helping to ensure public spaces are tidy and reporting maintenance needs as necessary.
- Anticipate and proactively respond to unexpected situations as they arise, ensuring the best possible experience for visitors.
- Communicate with other museum staff to ensure efficient and effective operations.
- Monitor visitor behavior and address as needed to ensure a safe experience for all visitors and ensure the safety and security of museum staff, facilities, exhibits, and collections.
- Under the direction of the Curator of Exhibits and Collections, assist in ensuring exhibits are functioning as they should throughout the day.
- Keep current on all emergency procedures, and understand role and responsibilities in the event of an emergency.
- Assist with set up and operation of programs or events as needed.
- Support museum store by receiving and organizing inventory.
- Performs additional duties and responsibilities specific to individual programs and work plans, as agreed upon with supervisor.
- Other duties as needed or required.
CORE COMPETENCIES

Commitment to Diversity
Eager to work effectively with other employees, partners, and participants without discrimination based on race, color, creed, religion, national origin, gender, sexual orientation, disability, age, family composition, marital status, or socioeconomic status. Committed to opportunities to support cultural diversity in the workplace.

Commitment to Service
Responsive to the needs and requests of the museum’s visitors, event guests, and organization partners. Extends courtesy, friendliness, and overall respect to others.

Interpersonal Communication and Teamwork
Listens well and is open to others’ perspectives. Develops strong working relationships and values them as critical to effective work.

Initiative
Demonstrates willingness to make significant contributions with little direction. Voluntarily starts projects. Exercises good judgment and independent actions when appropriate.

Flexible
Adaptable and responsive to change. Able to respond to requests promptly.

POSITION REQUIREMENTS
1. Exceptional customer service skills required.
2. Ability to work well independently.
3. Strong internal and external communication skills.
4. Strong listener, giving full attention to what other people are saying, taking time to understand, and asking questions as appropriate.
5. Ability to identify problems and determine a course of action within scope of position.
6. Ability to work weekends and occasional weekends required, not to exceed 20 hours a week.
7. Some experience working with a point-of-sale system preferred, but not required.
PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand/sit for up to 8 hours per day.
- Ability to move through and access all areas of the buildings and grounds, including stairs, indoor/outdoor areas, and small spaces.
- Ability to physically manipulate computer and AV components, office files, and similar equipment related to an office environment.
- Ability to lift equipment and supplies (up to 30 lbs.)

HOW TO APPLY
Please send a cover letter and resume to peck@thebakken.org.

The above statements are intended to describe the general nature and level of work performed by the staff member assigned to this position. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.