Arizona Science Center
Job Description

Job Title: Curiosity Crew Member – Part Time
Department: Exhibits and Collections
Reports To: Curiosity Crew Manager
FLSA Status: Non-Exempt

SUMMARY

The Curiosity Crew (also referred to as "the Crew" or "Crew Members") represents the "public face of the Science Center." Crew Members work in the exhibition galleries greeting visitors and engaging them in educational activities, conversations, and programs. They are required to be receptive, outgoing, and engaged with the public while they are in uniform in the exhibition galleries. Crew Members are expected to provide exemplary customer service, assist guests as they use the exhibits, as well as encourage visitors to experiment and explore, and provide answers to questions and explanations through interactive demonstrations and activities. Curiosity Crew members will work in all of the Center's galleries, present tabletop activities, and perform scheduled demonstrations, labs or workshops. They will also have time during their shifts to participate in self-directed training opportunities and assist with other behind-the-scenes tasks. Curiosity Crew team members report to and work with the Curiosity Crew Manager to ensure an enjoyable, consistent experience for the guest. The Curiosity Crew team is the first contact for all things gallery related, including but not limited to, emergency response, exhibit malfunctions, guest inquiries, crowd control, and maintaining a positive learning environment.

EQUAL EMPLOYMENT OPPORTUNITY

Arizona Science Center maintains a strong policy of equal employment opportunity for all Employees and applicants. We recruit, hire, train, promote, compensate and dismiss Employees on the basis of such factors as experience, character, ability and skill, without regard to race, color, religion, sex, sexual orientation, national origin or heritage, age, marital or veteran status, disability, citizenship, or any other status protected by federal, state or local law.

ACCOMMODATIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, other duties may be assigned as needed:

- Actively seeks out and engages visitors in conversation, exploration and experimentation when in the galleries.
- Provides excellent customer service, group greetings, and general visitor information as they work in uniform in the building.
- Performs audience-appropriate demonstrations and presentations in the exhibition galleries for visitors.
- Learns new activities and exhibitions on a regular basis, as required.

- Assists with the creation and implementation of new science content.
- Works independently in the galleries engaging visitors.
- Spends approximately 90% (varies dependent upon program/exhibit demands) of time in galleries engaging guests, observing staff performance/guest interaction and implementing programs.
- Works closely with Lead Exhibit Technician and Exhibit technician team to communicate and coordinate exhibit maintenance needs.
- Works a regular schedule established between the team member and Curiosity Crew Manager. Additional shifts may be temporarily added through mutual agreement.
- Expected to attend regular mandatory meetings and training sessions, held during regular work hours.
- Complies with Arizona Science Center dress code.
- Must have access to an email account and check it regularly (at least once per shift)

EDUCATION and/or EXPERIENCE
Associate's degree (A.A./A.A.S.) from a two-year college or university and one year of related experience and or training; Earning/earned a high school diploma or equivalent and a minimum of one year of related experience; or equivalent combination of education and experience.

SUPERVISORY RESPONSIBILITIES: This position will assist in supervising volunteers who are assigned to work in the galleries. **QUALIFICATIONS:** To perform this job successfully, an individual must be a minimum of 16 years of age on the date of hire, and able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
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- Skill in problem solving and decision making.
- Skill in adapting program content and complexity to ages and interest of students and program participants.
- Ability to perform task analysis for self-management and management of others.
- Ability to demonstrate leadership.
- Ability to work individually and in a team.
- Ability to work with limited supervision.
- Ability to communicate and collaborate effectively with a variety of stakeholders.
- Ability to present effectively with diverse audiences. Ability to manage and engage small and large groups in learning activities. Ability to speak clearly and project voice. Ability to engage the audience in higher level thinking through the use of inquiry-based questioning and discussion.
- Ability to communicate in Spanish is helpful but not required.
- Experience with standard computer applications; proficient in MS Office skills including Word, Outlook, and PowerPoint.
- Experience working in an educational setting with a variety of audiences. Classroom or informal teaching experience, and a background in science, is preferred.

- Experience engaging people in interactive, hands-on, engaging learning experiences.
- Ability to work evenings and weekend.
- A science, education, and/or museum background is highly preferred.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to produce routine written and oral reports and collaborating correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS
Ability to work with basic to moderate mathematical concepts, such as statistics, fractions, percentages, ratios, and proportions, and graph development and analyzing.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, run and talk or hear. The employee is frequently required to use hands to handle, feel, to reach with hands and arms. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

This job also requires the use of a computer which will be placed somewhere in the employee's workspace. The employee must have the necessary keyboard and computer mouse skills as well as the ability to read a color monitor.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

Please submit resumes to Human Resources at hr@azscience.org using the subject line: *Last Name, First Name, Curiosity Crew Member*. No phone calls please.