



Visitor Services Supervisor Job Description

Explore. Engage. Discover. Inspiring the scientist in everyone.

Are you looking for a fun, inspiring place to work? North Dakota's Gateway to Science (NDGTS) is seeking a highly motivated, positive individual who is ready to be a part of our team. The Visitor Services Supervisor is a welcoming, enthusiastic team member who takes great pride in helping create the highest level of visitor experience.

About North Dakota's Gateway to Science

NDGTS is a hands-on science center with an interactive exhibit gallery in Bismarck, ND. Our mission is to inspire the discovery of science through hands-on experience. NDGTS opened a new facility in March 2023. The building includes an interactive exhibit gallery, an education wing and event space. The addition of an outdoor learning space will be completed in 2024. The new facility has increased our capacity to serve all ages with exhibits and programs, and to operate as the headquarters for our statewide outreach program.

Primary responsibilities

- Maintain exhibits and teach visitor guides how to work on exhibits along with general maintenance.
- Maintain documentation for exact procedures for cleaning and maintaining exhibits.
- Assist Staff and Volunteer Manager in creating daily zone charts for staff and assist in assigning Visitor Guide duties
- Assist with Training Visitor guides and maintaining training records.
- Serve as a mentor to guides and answer questions and be available to help with situations that might arise.
- Rotating front desk attendant
- Assist the Visitor Services Director, Facilities Director, and Gallery Maintenance Manager in creating new exhibits, experiences, and layout of the gallery.
- Assist with events, fundraising and programming as needed.
- Will be expected to work on the gallery floor along with Visitor Guides and model expected behavior.

Traits and skills required

- Ability to work in an often-noisy atmosphere, standing for extended periods.
- Ability to maintain focus during very busy periods in a fast-paced environment
- Ability to relate to children and encourage their exploration of STEM. Ability to promote a welcoming environment to engage children and families and maximize learning and enjoyment.
- Sense of curiosity with an eagerness to learn. Willing to ask questions and apply feedback.
- Ability to think critically and to solve problems creatively. Ability to be decisive, acting quickly to prevent and to solve problems.

Terms of Employment

- Full time – 40 hours per week
- Weekend work required. Occasional evenings required.
- Schedule is negotiable and will correspond with programming and special events scheduled.
- Ability to work in an often-noisy atmosphere, standing for long periods.

- Ability to maintain focus during busy periods in a fast-paced environment.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities, and requirements.

Application deadline April 30th, 2024. To apply, submit cover letter, resume, and references.

- **By mail:** MeriCarol Storhaug, Office Manager, North Dakota's Gateway to Science, 1600 Canary Avenue, Bismarck, ND 58501-1211
- **By email:** gscience@gscience.org