



VISITOR SERVICES ASSISTANT MANAGER

25-30HRS/WEEK

ARE YOU OUR NEXT VISITOR SERVICES ASSISTANT MANAGER?

Come help us foster exploration, discovery, and inspire scientists in everyone! We're a hands-on science center with an interactive exhibit gallery in Bismarck. We opened a new facility in 2023, which increased our capacity to serve all ages with exhibits, programs, and statewide outreach to schools and communities across North Dakota. We're looking for a Visitor Services Assistant Manager to supervise and support gallery staff, help with routine exhibit care, and help make Gateway to Science a fun, engaging, and welcoming place!

WHAT IT LOOKS LIKE

Gallery Floor Operations & Visitor Experience Management – *approx. 60% of time*

- Assist Personnel Manager in creating daily zone charts for staff and assist in assigning Visitor Guide duties.
- Assist Personnel Manager with gallery and Visitor Guide training.
- Coordinate and cover Visitor Guide lunches and breaks.
- Work on gallery floor along with Visitor Guides and model expected behavior.
- Serve as a mentor to Visitor Guides by answering questions and helping address visitor and gallery situations that might arise and escalating issues appropriately.
- Make recommendations to improve the visitor experience, daily gallery policies and operations, and opening and closing procedures.
- Maintain visitor guide operational procedures and ensure Visitor Guides follow procedures.
- Replenish gallery exhibit materials and work with Office Manager to order and maintain supplies.
- Work as a front desk attendant on a regular rotational basis.
- Assist with events, fundraising, and programming, as needed.

Gallery & Exhibit Maintenance Assistance – *approx. 40% of time*

- Maintain exhibits with routine general maintenance.
- Maintain maintenance operational procedures and ensure Visitor Guides follow procedures.
- Address minor exhibit issues and escalate to the Gallery Maintenance Manager, as needed.

WE'RE LOOKING FOR SOMEONE WHO

- Has a minimum of one year of supervisory experience
- Is willing and able to be trained for position
- Can read, follow instructions, and work independently after instruction
- Can work independently and on a team
- Can stand, stoop, walk, and lift objects up to 25 pounds



- Is dependable, consistent, and has good time management skills

MORE DETAILS YOU'LL WANT TO KNOW

This position reports to the Personnel Manager and Onsite Education Director and works closely with other departmental managers, including programming, gallery, and events. Other duties not covered in this application may be assigned during work but will not exceed reasonable facility assistant responsibilities. The starting range for this position is \$19-21/hour.

North Dakota's Gateway to Science offers a comprehensive and competitive benefits program, including medical, dental, vision, flexible spending accounts (medical and dependent care), health savings accounts, AFLAC supplement insurance and voluntary life policies, and retirement matching for qualified employees working more than 30 hours per week. Employees may also enroll their families in most of these policies.

READY TO JOIN THE TEAM?

We'd love to hear from you! To apply, fill out and submit the application on our website.

We don't discriminate based on gender identity or expression, sexual orientation, race, religion, age, national origin, citizenship, disability, pregnancy status, veteran status, or other differences. Also, if you have a disability and there's a way we can make the interview process better, let us know (gscience@gscience.org w/ the subject line "Job Application Accommodations"). We're happy to accommodate.

If you have other questions, please let us know by emailing gscience@gscience.org.

Priority deadline for applications: August 5, 2024