



Position: Visitor Services Assistant

Hours: Part-time

Salary: \$17 per hour, DOE. Eligible benefits at 20+ hours per week.

Supervisor: Operations Manager

Description of Duties: Part-time position, with additional hours for animal care and during special events and outreach programs. Must be available to consistently work Saturdays and/or Sundays. Position includes opportunities for increased responsibilities at MSC.

Position Summary: The Montana Science Center (MSC) is looking for a person interested in making a difference in young people's lives through science education. As a part of the Operations team, this motivated individual elevates the visitor experience for families and children visiting the Science Center. The Visitor Services Assistant is responsible for administrative and visitor services tasks. This position welcomes guests, supports the Education team with programs, and helps maintain the exhibit floor under guidance from the Operations Manager.

All MSC team members contribute to the well-being of our community by supporting our mission to provide hands-on learning experiences in science and technology that inspire creativity, innovation, and lead to real-world application.

Job Duties:

- Visitor management including checking members & guests in, selling memberships, handling retail purchases including program registration, birthday parties, and field trips.
- Assess, build, and lead the overall quality of the guest experience and daily operations of the facility to ensure a premier experience for all.
- Front-end register management including taking payments, recording daily summaries, and visitor data management.
- Create and sustain a welcoming environment for all visitors and staff, assisting with cleaning and maintenance of exhibit floors.
- Maintaining membership record in Little Green Light (LGL) CRM software.
- Support MSC administrative and program staff with small projects.
- Clearly communicating with the MSC team to ensure daily tasks are completed using Slack and Google Workspace Suite
- Answer the main MSC phone line and direct calls as needed
- Assist with the care of live animals



- Engage with volunteers
- Opportunities to assist with special events and community outreach as needed
- Other duties as assigned

REQUIRED QUALIFICATIONS:

- High school diploma or GED equivalent.
- Demonstrated experience in a customer service role, preferably 2-3 years.
- Demonstrated experience managing a small team.
- Experience in retail position(s).
Experience using a Point of Sales system, CRM software, and Google Drive.
- Skills in organization, time management, problem solving, and team building.
- Friendly, outgoing personality; must enjoy working with children.
- Understanding of the importance and benefits of diversity and inclusion.
- Exceptional communication, customer service, and public relations skills
- Confidence to cultivate important relationships with members and create a positive culture.
Flexible schedule including Saturday availability.
- Ability to lift up to 50lbs and do various manual tasks.

PREFERED QUALIFICATIONS

Experience working for a museum or nonprofit.

Proficiency with project management and client management software.

Science Center Environment:

The Montana Science Center facility is ADA compliant. This position requires sitting and/or standing for long periods of time, occasionally extended hours, and computer work. We prefer individuals with a passion for cooperative learning and play for children of all ages. An interest in science and technology education is a bonus. Montana Science Center is an equal opportunity employer.

Evaluation:

Position will be evaluated after a 6-month probationary period to assess performance and job satisfaction.

To Apply:

Please submit your current resume and cover letter to: Rose Heider, Executive Director at rheider@montanasciencecenter.org.

Position is open until filled.

Position is eligible for work study.