

## Visitor Services – Part Time

### **About The Lancaster Science Factory**

The Lancaster Science Factory's mission is to create an environment for learning which helps children develop curiosity, think creatively and build confidence as they learn the principles of science and the application of science in engineering and technology.

Highly interactive exhibits, workstations and mini-labs offer "open-ended" learning experiences with opportunities for visitors to experiment and create.

We actively seek to make the Science Factory accessible to all the young people in the community.

### **Job Description**

Our Visitor Services staff is responsible for ensuring that our guests have a great experience with The Lancaster Science Factory. That includes checking that the exhibit floor is in good order before the doors open and throughout the day, interacting with guests over the phone and in person with a positive, enthusiastic, attitude, accepting payment for admissions and memberships, ringing up sales from our retail store, assisting with tasks related to groups and field trips, and other organizational tasks.

*This is a part time opportunity with light, flexible hours.* The regular operating hours are as follows:

#### September – May

Tuesday – Saturday 10am – 5pm

Sunday 12pm – 5pm

#### June – August

Monday-Saturday 10am – 5pm

Sunday 12pm – 5pm

Additionally, The Lancaster Science Factory is open winter holidays that fall on a Monday, some evenings for special events, and First Friday evenings. *Part time visitor services staff would be expected to be available during some of those times.*

### **Qualities and Qualifications**

In addition to strong customer service skills, a great candidate would have prior experience with or a strong willingness to learn the following:

- Point-of-Sale cash register system
- Multi-line phone system

Visitor Services staff members would also be expected to learn about the various programs offered by The Lancaster Science Factory. Training will be provided.

### **To apply**

Send completed application to: Amanda Bakay, Director of Operations  
[abakay@tlsf.org](mailto:abakay@tlsf.org). Forms may also be filled out in person at The Lancaster Science Factory during regular business hours.