Job Title: Coordinator of Visitor and Volunteer Services

Reports to: Director of Operations

Full-time schedule Friday through Tuesday

$18.00 hourly with PTO benefits

Summary
The Coordinator of Visitor and Volunteer Services will be responsible for providing an outstanding experience to Lancaster Science Factory visitors by overseeing service operations at the admissions desk and exhibit floor. They will actively recruit, train, and supervise volunteers, which are an integral part of the Science Factory’s success. Additionally, they will administrate all group reservations, book special events, birthday parties, facility rentals, and scout programs. As part of a small, nonprofit team, they will also assist with other aspects of daily operations as required.

Essential Duties

Visitor Services (50%)
- Serve as primary on-site contact for service issues including, but limited to, visitor questions, complaints, or incidents. Escalate to Director of Operations when appropriate.
- Support staff at admission desk or exhibit floor during peak times and when staffing issues arise.
- Support staff and volunteers during group visits and special events by interacting with group leaders, assisting with materials set up, and understanding logistical considerations.

Group Reservations, Events, and Scheduling (approximately 25% of time)
- Manage several shared calendars (currently Google Calendar system) for group reservations, birthday parties, scout groups and programs, facility rentals, overnight programs, and facility rentals. Serve as primary point of contact for all of these types of reservations.
- Serve as primary on-site contact for groups upon arrival and/or communicate reservation details to other staff members.
- Work with Director of Operations to procure and maintain inventory of materials necessary for birthday parties, facility rentals, and special events.
- Maintain records to track group visits (Microsoft Excel).

Volunteer Recruitment (approximately 25% of time)
- Recruit, train, schedule and evaluate an average of 200 science center volunteers per year. Volunteer tasks include exhibit hall guides, cleaning and maintenance, special events, clerical duties and more.
- Maintain database of volunteers including contact information and required clearances.
- Effective communication of volunteer needs to volunteer pool, potential volunteers, service organizations, and other key contacts in the community.
- Field inquiries from potential volunteers related to required background checks, training, and placement.
• Works with education staff members to recruit and place volunteers in specialized educational programs (Science Café, Maker Space, STEM Camps, etc.)

**Supervision of Others**
This role supervises the Visitor Services staff members working at the admission desk and/or exhibit hall floor as well as the volunteers assigned to a variety of tasks.

**Skills and Qualities**
A well-qualified candidate would have a bachelor’s degree and two-four years of demonstrated success in customer service, volunteer management, or events management. Previous nonprofit experience a plus.

*Desired skills include:*
• Strong interpersonal and communication skills, including oral and written.
• Professional demeanor and highly organized
• Creative thinker with the ability to problem solve on the fly
• Must be able to establish, track, and meet deadlines - often under pressure
• Proficiency with Microsoft Office (Excel, Word, and Outlook) and the ability to learn new programs as required.
• Experience working with teens and seniors helpful.

**Hours and Working Conditions**
• 40 hour work week is Friday through Tuesdays (Wednesdays and Thursdays off)
• This position qualifies for PTO benefits
• The Lancaster Science Factory is an exciting and fast-paced workplace. Must be able to lift 30lbs (for example, folding tables and chairs, incoming deliveries, and supplies).
• This position must hold Pennsylvania criminal and child abuse clearances. Any offer of employment is contingent upon successful completion of the clearance process.
• The Lancaster Science Factory is an Equal Opportunity Employer.

**Organization:**
Founded in 2008, The Lancaster Science Factory’s non-profit mission is to inspire curiosity, creativity, and confidence by fostering an inclusive environment for hands-on STEM exploration. We actively seek to make our facility and educational programs accessible to all.

**Interested candidates can send their resume and cover letter to:**
Amanda Bakay, Director of Operations
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Lancaster, PA 17602
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