

**Washington Pavilion of Arts and Science
Kirby Science and Discovery Center**

POSITION DESCRIPTION

Job Title: KSDC Floor Coordinator (Part time)

Responsible To: Kirby Science and Discovery Center Program Supervisor

Position Summary:

Coordinates the daily operation of the Kirby Science Discovery Center (KSDC) and Wells Fargo CineDome under the direction of the Program Supervisor to provide a positive visitor experience. Floor Coordinators are responsible to lead the team of scheduled Interactors and volunteers to ensure the daily tasks and events of the day for the KSDC are successfully completed. Operations include the exhibit floor areas, Wells Fargo CineDome, group visits, and special programming. As supervisors to the Interactors, Floor Coordinators will display and encourage appropriate behavior for the staff, volunteers, and visitors.

Specific Duties and Responsibilities:

Supervisory:

- Creates and implements daily staff and volunteer schedules to include start-up/shut-down routines (including locking and unlocking doors); coverage of CineDome films, daily demonstrations, group visits (including check-in, movement, lunches, and demonstrations), special programming, and behind-the-scenes tasks and projects.
- Ensures Interactors and volunteers stay on task.
- Monitors the condition and operation of the exhibits and CineDome and informs appropriate personnel to correct any problems.
- Continually trains and works with Interactors on established protocols for the KSDC and CineDome including but not limited to interaction techniques, demonstrations, group visit logistics, start-up/shut-down procedures, security and safety measures (including completion and submission of incident reports and taking action on Helping Hands, Code Adam, and other codes), and general customer service.
- Under the direction of the Program Supervisor and Director, leads and participates in training workshops for and evaluations of Interactors, offsite programs and outreach, and professional development opportunities.
- Works in partnership with the other Floor Coordinators to create a seamless operation of the KSDC on a day-to-day basis.
- Communicates regularly and effectively with fellow Floor Coordinators, Program Supervisor, and Director on the daily activities such as general information, personnel items, patron needs/comments, status of projects, etc.
- Represents the KSDC as appropriate to communicate cross-departmentally regarding the daily operations of the Pavilion.

General:

- Facilitates patrons' exploration and enjoyment of science by supervising and presenting education programs to KSDC patrons including engagement with exhibits, films, science demonstrations, camps, camp-ins, and other programs.
- Maintains familiarity with exhibits, films, programs, and amenities of the KSDC and Pavilion and provides information to patrons, including schedules, directions, program descriptions, etc.
- Understands the basic science concepts of each exhibit, film, and education program and proactively explains them to guests in an engaging, age-appropriate way.
- Is knowledgeable about the institution's safety, emergency and security policies and protocols and is ready to perform related tasks.

- Monitors and assists guests to maintain safety and order, including managing lines, stopping unsafe or disorderly behavior, assisting people who need help, helping to locate lost children or property, and ensuring that guests display their admission stickers.
- Participates in team activities to continuously improve quality of visitor experience.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities Required:

Education/Experience:

Experience in an interpretation, non-profit, education and/or museum setting, plus coursework in appropriate disciplines (speech, science, education, interpretive methods, museum studies, theater or communications) preferable. Management or supervisory experience required. Previous teaching experience preferred.

Skills and Abilities:

- Demonstrate strong written and verbal communication skills
- Demonstrate the ability to present innovative science programs in an engaging, participatory manner
- Possess competent computer skills
- Communicate effectively to a wide range of team members and audiences
- Demonstrate effective leadership and interpersonal skills
- Exhibit impressive organizational skills and flexibility
- Must be poised, energetic, team-oriented, committed to good customer service, and self-motivated

Additional Information:

This position requires continual training to keep up with new exhibits and new educational programs. This position requires the ability to stand for long periods of time, climb stairs frequently, bend and reach, and lift objects up to 20 pounds. This position requires the ability to work weekdays, weekends, holidays, evenings, and occasional overnight hours as scheduled.

Employee Acknowledgment:

This position requires a valid driver's license. This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested. All requirements are subject to change over time, and to possible modification to reasonably accommodate changing institutional needs.