Union Station Kansas City, Inc.
Position Description

**Title:** Full-Time Science City Early Learning Guest Experience Facilitator  
**Department:** Kansas City’s Science Center – Science City  
**Reports to:** Science City Manager

**Overview:**

Kansas City’s Science Center, Science City at Union Station Kansas City, is a dynamic, hands on science center featuring more than 300 individual interactive exhibits and daily programming. Kids of all ages experience the amazing world of science first-hand through fun and engaging exhibits and programs. In addition to changing monthly themes and daily programs/activities open to all guests, the science center offers onsite curriculum-based programs to school groups (K-12), outreach programs and an onsite summer camp. STEAM education is at the core of everything in the science center, be it exhibits, demonstrations, classes, shows, presentations, special events or programs. Last year 325,000 guests visited Science City. Visit www.sciencecity.com for more information.

**Position Summary:** Guest Experience Facilitators promote a fun & safe learning experience for all guests. This position will primarily work in our three new Early Learning spaces engaging with our youngest guests and their caregivers.

**Essential Duties and Responsibilities:**

- Seek out and engage guests in exploration, experimentation, and conversation.
- Facilitate exhibits and provide a safe presence within Science City.
- Engage with guests in a welcoming, courteous, and professional manner.
- Provide excellent customer service throughout Science City and Union Station.
- Ensure safety standards are always followed, including careful redirection of guests as needed.
- Provide general information regarding Science City and Union Station and wayfinding within the building.
- Assist with programs, birthday parties and group visits as needed.
- Perform daily opening and closing duties throughout Science City, such as routine cleaning, restocking, and preparation of materials.
- Support the operations of Science City and Union Station including staffing the science center floor, staffing special events, and enhancing the overall visitor experience.
- Other duties as assigned.
Qualified candidates should:

- Indicate an interest in early learning, science education and customer service.
- Display an outgoing, enthusiastic and friendly personality.
- Have earned a high school diploma or equivalent. Coursework in Early Learning or experience in Early Learning settings preferred.
- Be able to react positively to a rapidly changing environment and make good decisions under pressure.
- Be able to communicate clearly and effectively with guests, co-workers and management.
- Be able to engage positively with diverse staff and guests.
- Be willing to work independently and/or with a team in a proactive manner—without constant supervision.
- Have some experience in customer service (considered a bonus skill).
- Possess fluency in multiple languages (considered a bonus skill).

Successful candidates will be required to:

- Learn operation of all Science City exhibits and spaces. The work environment will often be loud, will include working in confined spaces and will include working outdoors parts of most days.
- Work a variable schedule established by Science City management, including weekends, many holidays, and occasional evenings and overnights.
- Work on one’s feet for long periods of time.
- Be punctual and regular in attendance regardless of assigned shifts.
- Lift up to 25 pounds.
- Conform to required dress code and/or uniform.

Please note that the above job description is not all inclusive of actual job duties and is meant to give the applicant a basic summary of the job opportunity being offered.

Union Station Kansas City is committed to employing a drug-free and diverse work force. EOE M/F/D

To Apply: Email your résumé to: employment@unionstation.org

Or send resume and cover letter to:
Union Station Kansas City
Human Resources Department
30 W. Pershing Road, Suite 400
Kansas City, MO 64108-2422