

Part-Time Science City Guest Experience Facilitator

Kansas City's Science Center – Science City

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: Experienced Facilitators promote a fun & safe learning experience for all guests.

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 followed at all times, 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 required.

Qualified candidates should:

- Indicate an interest in science, science education and customer service
- Display an outgoing, enthusiastic and friendly personality
- Have earned a high school diploma or equivalent, or be currently enrolled in school with a minimum 3.0 GPA
- 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
- Be willing to learn and practice proper animal care, including cleaning and feeding
- 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 center management, including most 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 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:

Send resume and cover letter to:

Union Station Kansas City

Human Resources Department

30 W. Pershing Road

Suite 400

Kansas City, MO 64108-2422

Or email your résumé to: employment@unionstation.org