



FCMoD, Nonprofit Partner
408 Mason Court
Fort Collins, CO 80524
970.221.6738
www.fcmod.org

POSITION DESCRIPTION

Discovery Agent - Hourly Pool

\$10.50 per hour

Closing Date: Ongoing as needed

This is a part-time, hourly position with an average of 10 hours per week. Hours and schedule vary depending on business needs, including weekend and evening shifts, supporting multiple departments. Discovery Agents welcome visitors to FCMoD and set the stage for them to learn, reflect, and have fun during their visit. Primary duties include greeting, selling tickets and memberships, and supporting special events.

ESSENTIAL DUTIES & RESPONSIBILITIES

The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all inclusive.

- Greet visitors.
- Promote FCMoD's mission, programs, and memberships.
- Maintain accurate ticket sales records with attention to detail.
- Perform membership sales and data entry with attention to detail.
- Engage in visitor surveys, observations, or other requests aimed to evaluate visitation.
- Process merchandise sales in the Museum Store.
- Answer and route telephone calls.
- Run daily cash and sales reports on cash register and balance cash drawers.
- Clean and organize.
- Assist with guest queuing and starting shows at the Digital Dome Theater as needed.
- Assist with special events, rentals and programs, which may include evening, weekend and time outside of normal operating hours
- Assist other departments as needed.

KNOWLEDGE, SKILLS, & ABILITIES

- Skilled at cash handling.
- Skilled at selling merchandise and memberships.
- Demonstrates proficiency with computer POS systems.
- Detail-oriented; strong organizational skills.
- Able to work independently or collaboratively as part of a team.
- Understands the mission and values of FCMoD.



FCMoD, Nonprofit Partner
408 Mason Court
Fort Collins, CO 80524
970.221.6738
www.fcmod.org

EDUCATION & EXPERIENCE

High school diploma or equivalent, plus one to two years' experience in customer service preferred.

LANGUAGE SKILLS

Able to clearly and effectively communicate verbally and in writing.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

VALUES-BASED BEHAVIORS

- Is friendly and courteous.
- Enjoys working with people.
- Has a "customer first" attitude.
- Listens attentively to others.
- Asks clarifying questions to better understand the views and assumptions of others.
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.
- Follows rules, regulations, and policies. Positively contributes to implementing changes.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

- Physical: Push/pull objects fewer than 20 pounds. Perform moderately difficult manipulative skills such as typing, etc. Sit for prolonged periods and reaches above shoulders.
- Sensory: Read fine prints on plans, legal documents, etc. Distinguish normal sounds with some background noise, as in answering the phone, etc. Able to speak clearly and be understood, while also understanding others, using the English language.
- Cognitive: Concentrate on fine detail with constant interruption. Attend to task/function for more than 60 minutes at a time. Understand and relate to concepts behind specific ideas. Remember multiple tasks/assignments given self and others over long periods of time, at least several months.
- Conditions: Frequent exposure to electro-magnetic radiation, as in CRTs (VDTs) and occasional exposure to other hazardous chemical materials associated with normal office conditions.



FCMoD, Nonprofit Partner
408 Mason Court
Fort Collins, CO 80524
970.221.6738
www.fcmod.org

CERTIFICATES, LICENSES,& REGISTRATIONS

A valid Colorado’s driver’s license, or an ID card issued by federal, state, or local government agencies or entities.

APPLICATION PROCESS

Submit electronically a cover letter, resume, and contact information for three references (including at least one from a current or former employer), in PDF format to Amy Scott: agents@fcmod.org. Or, mail to:

FCMoD
Amy Scott
408 Mason Court
Fort Collins, CO 80524

Applications will be reviewed and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check.

FOR OFFICE USE UPON HIRE

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

Signature

Date