

POSITION DESCRIPTION

PUBLIC PROGRAM ASSISTANT

Full-time hourly (40 hours/week), pay range \$10.00 – \$11.00 an hour

Saturdays and Sundays (9:00 am – 5:00 pm), with additional weekday hours

The Public Programs Assistant at the Fort Collins Museum of Discovery (FCMoD) is responsible for delivery and assisting with public programs throughout the museum, for a variety of audiences. The primary focus of this position is on drop-in and fee-based programs – specifically on weekends – ensuring high standards of program delivery that results in engaging and impactful learning experiences.

The ideal candidate will be confident and charismatic, able to speak in front of an audience on a variety of subjects, with a highly-developed ability to establish rapport with many different age groups. A passion for education and discovery and an enthusiasm for engaging with people are essential. The candidate must be a self-starter with the ability to work independently, analyze situations, organize effectively, and deliver appropriate solutions to potential challenges.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Reports to the Public Program Coordinator
- Must be available Saturdays and Sundays, with additional weekdays to total 40 hours
- Must be available to work over peak museum visit times, including the end-of-year holiday season, summer months, and other identified busy times at the museum
- Must adhere to the policies, procedures, and standards of conduct set forth by FCMoD

Program Support and Assistance

- Assists Public Program Coordinator in gathering supplies, setting up program spaces and materials, delivering programs, and post-program clean up
- Assists in the maintenance of program documentation
- Keeps supplies and materials organized and accessible in the Learning Labs
- Keeps Learning Labs clean per departmental guidelines

Program Delivery

- Delivers engaging programs at the highest quality possible, incorporating the FCMoD learning experiences framework and best practices

- Works closely with the Museum Experience Team colleagues and other museum departments to assist in planning new public programs for the general public, including free drop-in programs, fee-based programs, and special program events
- Collects visitor engagement data for programs – through both in-person and written methods – for evaluation purposes
- Assists external partners and collaborators in the delivery of their programs
- Works with and trains volunteers to ensure successful delivery of public programs
- Assists with the delivery of summer programs, school programs, and other programmatic activities, as needed
- Assists other museum departments and performs other duties, as needed

KNOWLEDGE, SKILLS, & ABILITIES

- Ability and enthusiasm for interacting, educating, and engaging museum visitors of all ages, from young children to adults to school and family groups
- Willingness and ability to embrace challenges and try new things
- Willingness and ability to both learn and teach
- Creative, curious, integrative thinker who searches for possibilities and new opportunities
- Excellent verbal and written communication skills
- Organized, detail-oriented, and able to maintain accurate records
- Proficiency with computer tools, including Microsoft Office and the Internet
- Ability to work in a fast-paced environment, be calm under pressure, analyze situations, and respond quickly to deliver effective solutions
- Ability to establish and maintain effective working relationships with co-workers

EDUCATION & EXPERIENCE

High school diploma or general education degree (GED) required. One to two years related experience or equivalent experience/expertise in customer service, communication, or educational setting preferred.

LANGUAGE SKILLS

Must be able to effectively and concisely present information and respond to questions from museum visitors, external partners and collaborators, and co-workers. Must be able to write reports, business correspondence, and procedural guidelines. Ability to communicate in Spanish is a plus.



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

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities of museum employees, but may supervise volunteers, interns, and student staff.

VALUES-BASED BEHAVIORS

- Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers
- Identifies and takes advantage of opportunities for personal and professional development
- Comes to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines
- Collaborates with other work groups and outside organizations as appropriate, in a proactive and responsive manner
Honors the private and confidential matters of co-workers. Protects the proprietary and confidential information of FCMoD
- Follows rules, regulations, and policies. Positively contributes to implementing changes

PHYSICAL DEMANDS

While performing the duties of this job, employee is regularly required to stand, walk, and sit; extended periods of walking and moderate physical activity required. Use hands to feel and manipulate tools and materials, and reach with hands and arms. Employee must frequently lift and/or move up to 50 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act (ADA).

CERTIFICATES, LICENSES, & REGISTRATIONS

A valid Colorado driver's license is required.

APPLICATION PROCESS

Submit electronic cover letter, resume, and three professional references to: Angela Kettle, akettle@fcmod.org. Applications will be reviewed and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.



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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