

## **POSITION DESCRIPTION**

### **SCHOOL & SUMMER PROGRAM ASSISTANT**

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

**Expected work schedule: Monday – Friday, 8:30 am – 4:30 pm, or as needed**

The School & Summer Program Assistant at the Fort Collins Museum of Discovery (FCMoD) is responsible for assisting in all aspects of school group visits and summer camps, including booking of group reservations, meeting and greeting school groups, and facilitating labs, digital dome shows, and other activities for students. The primary focus of this position is on school group visits – specifically on weekdays – ensuring the highest standards of customer service and the highest quality experience for our visitors. In addition, the School & Summer Program Assistant plays a critical support role in facilitating summer programs as well as other student-based events such as Science Fair and 4th grade Rendezvous.

The ideal candidate will be comfortable performing computer-based duties, such as reservation management and emailing directly with teachers, on a daily basis. The candidate should also be confident and comfortable speaking in front of an audience, with a highly-developed ability to establish rapport with many different age groups and an absolute commitment to customer service. Passion for education and discovery is essential. The candidate must be a self-starter with the ability to work independently, analyze situations, troubleshoot problems, and deliver appropriate solutions to potential challenges.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Reports to the School & Summer Program Coordinator
- Willing to work over peak museum visitation times, including end-of-year holiday season, summer months, and other identified busy times at the museum
- Must be available Monday - Friday, starting at 8:30 am
- Must adhere to the policies, procedures, and standards of conduct set forth by FCMoD

#### **Reservation Scheduling**

- Takes reservations for school groups using the museum's online reservation system
- Conducts pre-visit communication with groups by phone and email and responds to all group-related inquiries
- Handles group payments at time of visit
- Sends post-visit emails with survey
- Enters registrations and cancellations for summer camp participants into the museum's online reservation system

- Communicates with parents/caregivers regarding inquiries about summer camp applications and availability

### **Program Support and Assistance**

- Meets, greets, and hosts school groups, including monitoring visit as needed
- Teaches or assists in teaching school labs and summer camps
- Assists in ongoing planning of current and new school labs and summer programs
- Assists with scheduling and staffing of off-site school and summer programs, including the Heritage Courtyard
- Assists with the training and scheduling of school group and summer camp volunteers to ensure successful delivery of school and summer programs
- Purchases supplies needed for school and summer programs
- Prepares weekly school group visitor calendar
- Assists with major yearly programs including Geek Week, Science Fair, and Rendezvous, including purchasing and organizing supplies, set up, and tear down
- Assists with the trunk rental program, including taking reservations, pickup, return, and maintenance of trunk inventory
- Cleans Learning Labs after group visits, per departmental guidelines
- Assists with the delivery of public programs and other programmatic activities, as needed
- Assists other museum departments and performs other duties, as needed

### **KNOWLEDGE, SKILLS, & ABILITIES**

- Strong comfort level with entering information into computer reservation systems
- Excellent communication skills and ability to interact effectively by phone, email, and in person
- Excellent customer service skills
- Enjoys interacting with, educating, and engaging school-age students and general museum visitors
- Detail oriented, able to maintain accurate records, and calm under pressure
- Able to work in a fast-paced environment, analyze situations, and respond quickly to deliver effective solutions
- Able to establish and maintain effective relationships with co-workers
- Willing to both learn and teach

### **EDUCATION AND 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 teachers, students, the general public, and co-workers. Must be able to write reports, business correspondence, and procedural guidelines. Ability to communicate in Spanish is a plus.

### **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 and assists 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 museum departments and outside organizations as appropriate, in a proactive and responsive manner
- Honors the private and confidential matters of co-workers and protects the proprietary and confidential information of FCMoD
- Follows rules, regulations and policies and positively contributes to implementing change

### **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.



FCMoD, Nonprofit Partner  
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[www.fcmod.org](http://www.fcmod.org)

**APPLICATION PROCESS**

Submit electronic cover letter, resume, and three professional references to: Beth Unger, [bunger@fcmod.org](mailto:bunger@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.

**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