



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

POSITION DESCRIPTION

Discovery Agent

As-needed, regularly scheduled 10-19 hours per week, \$11.50 an hour

Fort Collins Museum of Discovery (FCMoD) opened November 2012 as the result of a unique public/private partnership between the City of Fort Collins Museum (est. 1941) and the nonprofit Discovery Science Center (est. 1989).

The museum's mission is to create meaningful opportunities to learn, reflect, and have fun through hands-on and collections based explorations in science and culture.

A Discovery Agent at FCMoD creates an environment of welcome and excitement; setting the stage for an exceptional visitor experience. They greet visitors at all points of entry; assist with admission via member check-in and non-member sales; staff our retail operations, including The Museum Café; operate the OtterBox Dome Theater; and serve as hosts for birthday parties, afterhours programs and events.

This position will generally require 10-19 hours per week, including weekday, evening, and weekend shift assignments.

The ideal candidate is confident in their ability to perform this important work on behalf of FCMoD and open to feedback and new ideas. Working at FCMoD is a collaborative effort, and this position requires the ability to work within a team, as well as across all areas of the museum to create an unparalleled experience for the visitors the museum serves.

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
- Actively participates in joint problem solving
- Willingly cooperates with co-workers
- Follows rules, regulations, and policies
- Punctual and reliable
- Positively contributes to implementing changes

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.

- Report to the Visitor Experience Manager
- Create a positive environment for all visitors, welcoming and engaging guests at each point of interaction (i.e. Main entrance, The Museum Store, The Museum Café, The OtterBox Digital Dome Theater, etc.)
- Serve as the first point of contact for visitors including answering and appropriately routing telephone calls
- Understand and promote all that FCMoD has to offer including exhibits, the archive, public programs, dome movies, museum membership program and other offerings
- Facilitate admissions to the museum and purchase of tickets to the OtterBox Digital Dome Theater; ensuring accurate and detailed sales records
- Guide visitors through admission options, including membership sales, to ensure accurate and detailed data entry
- Assist visitors with sales in The Museum Store; sharing background information, and offering assistance with product selection as appropriate; maintain proper stocking of merchandise
- Assist visitors with sales in The Museum Café; prepare food and drink orders according to safe food handling practices; maintain daily cleanliness and proper stocking of materials
- Run the daily schedule of movies in the OtterBox Dome Theater, welcoming visitors and ensuring a consistent visitor experience
- Process daily sales and sales reports at various point of sale locations and balance cash drawers
- Serve as staff host for birthday parties, evening and after-hours programs and events contributing to the consistent representation of the museum
- Clean and organize the Welcome Desk, The Museum Store, The Museum Café, the OtterBox Dome Theater, the lobby, and public areas as needed
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities of museum staff.

KNOWLEDGE, SKILLS, & ABILITIES

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the necessary functions of this position.

- Understands the mission and values of FCMoD
- Able to work collaboratively as part of a team and independently



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- Demonstrates proficiency with computer POS systems and cash handling
- Can assess and prioritize tasks
- Able to maintain high standards of food and beverage safety

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.
- Ability to speak, read, and write a language other than English a plus

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

Driver's license or ID card issued by a State or territory of the United States is required.

APPLICATION PROCESS

Submit electronic cover letter, resume, and three professional references to: Laura Fritz lfritz@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