



FCMoD, Nonprofit Partner  
408 Mason Court  
Fort Collins, CO 80524  
970.221.6738  
[www.fcmod.org](http://www.fcmod.org)

## **POSITION DESCRIPTION**

### **Discovery Agent—Café Lead**

**30 hours per week, \$13.50 an hour  
weekday, evening, and weekend shift assignments.**

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 Digital Dome Theater; and serve as hosts for birthday parties, afterhours programs and events.

This is an hourly position of 30 hours per week, including weekend shifts. 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 answering telephone calls. In addition to the ongoing and regular duties of the Discovery Agent position, the Café Lead serves as an anchor for the Museum Café and assumes additional responsibilities as outlined below.

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.

### **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.

- Reports to the Visitor Experience Retail and Team Managers.
- 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.)



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- 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 and traveling exhibits; 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
- Process daily sales and sales reports at various point of sale locations and balance cash drawers
- Clean and organize the Welcome Desk, The Museum Store, The Museum Café, the OtterBox Digital Dome Theater, the lobby, and public areas as needed
- Other duties as assigned

#### **ADDITIONAL LEAD DUTIES AND RESPONSIBILITIES**

- Reports to the Visitor Experience Retail Manager to sustain and support the sales goals of The Museum Café
- Serve as The Museum Café's operations expert, acting as a resource for staff and visitors
- Monitor and communicate inventory levels to the Visitor Experience Retail Manager, draft proposed orders in a timely manner to ensure appropriate inventory levels, proper back stock, and accurate inventory counts
- Suggest new and updated café procedures and products based on customer and staff feedback and input; maintain the Café training manual
- Assist in training and mentoring new Discovery Agents, taking the lead for day-to-day training in The Museum Café, focusing on cleanliness and exceptional customer service
- Organize cleaning and maintenance of the café with the Visitor Experience Team to ensure the space is in compliance with health regulations
- Support the Visitor Experience Retail Manager in creating and maintaining positive vendor relationships
- Support the Visitor Experience Retail Manager and Discovery Agents in achieving established monthly and annual sales goals for The Museum Café
- Report any and all maintenance or health issues in The Museum Café immediately to the Visitor Experience Retail Manager
- Function as Lead on Duty when Manager is not in the building.



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### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities of museum staff.

### **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

### **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
- 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 of customer service and/or food industry experience 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



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**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: Madison Lee malee@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