FORT COLLINS MUSEUM OF DISCOVERY

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

Visitor Experience Team – Archive Assistant

Position Classification:	Part Time - 20-27 hours per week, Hourly, Non-Exempt
Pay:	$15.16 per hour
Availability:	**Thursdays, Fridays and alternating Saturdays 8:30AM-5:00PM with flexibility for additional shifts throughout the week (20-27 Hours Total)**
Other Information:	Reports to the Visitor Experience Team Manager; must be able to work weekday, evening, and weekend shifts; benefits for this position include accrued sick time, personal time off and prorated holiday pay. This classification is not eligiblefor other defined benefits. All museum employees receive a free museum membership during their employment.

Fort Collins Museum of Discovery (FCMoD) is not like any other museum you have experienced. Our exhibits and collections are broad and diverse, seamlessly weaving together scientific phenomena with historical reflection. Our programs are innovative and intriguing, inspiring generations of life-long learners. Our organizational model is different from most, rooted in a robust public/private partnership. These elements come to life every day at FCMoD to ensure that the museum, its staff, partners, supporters, and visitors experience the best we have to offer.

FCMoD is an AAM-accredited (American Alliance of Museums), and ASTC-affiliated museum (Association of Science-Technology Centers), that occupies a pivotal space in the cultural and educational life of our region and creates extraordinary opportunities for visitors to engage with experiences that explore the interplay of science and culture in ways that are deeply relevant to our community, our geography, and our shared history. FCMoD promotes a team environment where curiosity, not certainty, informs our work.

The Visitor Experience Team works in a tracks-based system where employees are identified for specialized areas of work while maintaining the flexibility of working across different areas of the museum to ensure a visitor-centered experience. All Visitor Experience Team members are trained at the Welcome Desk and have hours dedicated to that space. Please refer to the title above for the Museum Track we are currently hiring for.

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 anunparalleled experience for the visitors the museum serves.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

Welcome Desk Assistant

- Create a positive environment for all, welcoming and engaging guests at each point of interaction.
- Serve as the first point of contact for visitors, providing museum information, answering questions and appropriatelyrouting in person and telephone inquiries.
- Working with managers and colleagues, build an understanding of the experiences offered at FCMoD to ensure the sharing of accurate information with visitors.
- Participate in meetings and work groups to communicate visitor feedback, real-time observations, and opportunities for improvement in visitor serving functions.
- Guide visitors through admission options, including separately ticketed experiences and membership sales, to ensure accurate and detailed data entry andsales records.
- Assist visitors with Membership information including staffing the Membership table to provide in-depth knowledge about Membership Program.
- Assist visitors with sales in The Museum Store; share information on merchandise and offering assistance with product selection as appropriate; maintain familiarity with and proper stocking of merchandise.
- Process daily sales and sales reports at various point of sale locations and balance cash drawers.
- Perform specific assignments at the request of the Visitor Experience Manager.
- Ensure the cleanliness and organization of public areas such as the Welcome Desk, Lobby, The Museum Store, and The Museum Café.

MUSEUM TRACK - Archive Assistant

- Provide courteous and knowledgeable assistance to patrons in person, via email, and over the phone; assist patrons in identifying and locating archival materials relevant to their research needs using the Archive database and finding aids.
- Retrieve and reshelve archival materials according to established procedures, ensuring accuracy and security, while maintaining accurate records of archival material usage and patron interactions.
- Assist with the organization and description of archival collections, including cataloging, indexing, and entering metadata on the Archive database.
- Monitor the condition of archival materials and provide guidance on proper handling and usage of archival materials, particularly during research, note-taking, photocopying, and use of microfilm readers by patrons.
- Assist with public outreach activities, such as tours, workshops, floor programs, presentations, partnerships, and exhibitions.
- Fulfill digital photograph orders for patrons through scanning and email.
- Assist with oversight and guidance of the work of the Archive volunteers and interns.

KNOWLEDGE, SKILLS AND ABILITIES

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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

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.
- Is punctual and reliable.
- Positively contributes to implementing changes.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities of museum staff.

EDUCATION AND EXPERIENCE

One to two years' experience in customer service preferred.

We are focused on finding the strongest candidate for the role, and we recognize that qualifications can come from a wide variety of experiences and paths. The museum may consider an equivalent combination of knowledge, skills, education, and lived experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

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, the employee is regularly required to stand, walk, and sit;

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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 AND REGISTRATIONS

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

APPLICATION PROCESS

Thank you for your interest in joining the FCMoD team! 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. Please apply utilizing the online application form. If necessary, you may email a cover letter and resume to Lesley Struc, Curator of the Archive, at lstruc@fcmod.org.

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