

Kentucky Science Center
Position Description

Title: Education Ambassador
Department: Visitor Experience
Reports to: Senior Manager of Fee-based and Partnership Initiatives

Scope: This part time position is responsible for onsite facilitation on the exhibit floors including, but not limited to way-finding, restaging exhibit components, assisting with prep of shows, programs, and demos; and facilitating questions related to exhibits and programming. The Floor Ambassador will participate weekly in a series of training modules facilitated by the Education floor staff in order to train on exhibit and floor facilitation.

Responsibilities:

- Give accurate information to visitors 100% of the time.
- Serve a diversified public (children, parents, adults, and teachers) with a positive and professional attitude.
- Assist with preparation and implementation of educational programs, demonstrations, and shows as assigned, primarily in exhibit halls and associated program spaces as needed.
- Assist visitors in the exhibits with way-finding and interpreting exhibit components.
- Participate in the training and coaching of exhibit and education volunteers, both adult and youth.
- Participate in all educator training and skill development sessions and team meetings.
- May participate in new program development after results of 90 day review.
- Monitor condition of exhibit components, program support pieces and other materials and props; ensure that exhibit halls are 'show ready' throughout shift.
- Other duties as assigned.

Requirements:

- Obtained or working towards high school diploma or GED. One of two years post high school education preferred.
- 1 year experience in some capacity involving direct public interface. Experience may be combined over multiple years.

Skills:

- Good communication skills; presentation and public speaking
- Reliable, organized, self-starter. Ability to work under direct supervision.
- Enthusiastic, friendly, outgoing; must love working with people

KNOWLEDGE REQUIRED BY POSITION:

- Understanding of the Science Center's mission and objectives.
- Ability to act with tact and diplomacy, dealing effectively with public and partners.
- Ability to participate as a team member with all Science Center staff.
- Ability to write effectively in communication with staff and public.
- Ability to meet agreed upon deadlines.
- Ability to work effectively with people of different ages, experiences, and economic levels.
- Ability to troubleshoot—spot potential problems before they arise.
- Ability to work creatively and collaboratively with limited resources.
- Ability to work nights and weekends, as necessary.

- Incumbent spends a considerable amount of time standing, walking, manipulating objects with fingers and hands, reaching, climbing, stooping, kneeling, bending and stretching. May be asked to lift up to 25 lbs. from time to time.

WORKING CONDITIONS:

- Work is performed in a moderately noisy environment.

MACHINES, TOOLS, EQUIPMENT:

- Computer, printer, photocopy machine, calculator, telephone, fax machine, camera.

CLASSIFICATION:

- **Range 1**
- **Non-exempt**
- **Part-Time**