



The Science Zone
222 E. Collins Dr.
Casper, WY 82601
(307) 473-9663
TheScienceZone.org

Job Description: Operations Assistant
20-30 hours / week
\$12/hour

The Science Zone is looking for individuals to join our team as an Operations Assistant to deliver quality museum experiences to our community. Individuals will work with museum staff to deliver a high-quality museum experience that includes exceptional customer service and hospitality to support the museum's mission of Inspiring Curiosity in our guests, volunteers, staff, and donors.

This position will be seasonal, part-time, with the possibility of extending into the next season and will support visitors by delivering high quality customer service at the front desk, light exhibit maintenance, cleaning, Birthday party edutainment, outreach, driving, and marketing.

Duties & Responsibilities – Front desk/Other Operations

- Provide quality customer service over the phone to answer questions about museum hours, admission policies, programming, camps, and other services.
- Guide visitors through check in and admission to the museum, sales of birthday parties, camps, and other programming.
- Maintain a welcoming and inviting museum lobby, gift shop, and museum floor.
- Input data and information into appropriate databases or systems.
- Communicate effectively and efficiently with other staff and management.
- Maintain established processes for all sales accurately and securely.
- Assist with special events, fundraisers, exhibit moving, and other operational tasks.
- Maintain a positive demeanor.
- Clean and disinfect the museum and its exhibits, classrooms, meeting rooms, and staff areas following good cleaning practices to ensure comfortability and confidence of a clean environment.
- Assist with maintenance and upkeep of exhibits
- Be able to take on tasks and adapt to the needs of an unexpected situation that may arise for either cleaning of the museum or with other operations.
- Assist with driving camp participants and The Science Zone team members for summer camps – includes out-of-town travel and some overnight stays.
- Outreach events – may include weekends and evenings.
- Marketing: Design and implement social media marketing, flyers, and other materials as needed.



Minimum Qualifications:

- Basic knowledge of email, internet, and Microsoft suite (Word, Excel, PowerPoint) and other office equipment, such as printers and scanners.
- Ability to work under direct or indirect supervision.
- Ability to maintain a friendly demeanor with visitors, staff, volunteers.
- Ability to communicate effectively in writing or verbally with other staff, visitors and the public
- Ability to lift up to 50 pounds infrequently, 25 pounds semi-frequently.
- A valid Driver's License.

Preferred qualification:

- High School Diploma/GED or equivalent
- Previous operational or administrative experience preferred
- Customer Service experience
- Availability on Saturdays and some evenings
- Willingness to be open and respectful of all backgrounds

Please note that this is not an exhaustive list of all duties that may be assigned, but a guideline for what one could expect to be assigned.

The typical schedule will include Saturdays.

All employment is contingent upon the successful completion of a background check.

