

Ann Arbor Hands-On Museum & Leslie Science & Nature Center
World Without Ice Exhibit Facilitator Volunteer Position Description

Position Type & Expected Hours of Work: This is a volunteer position with flexible volunteer schedule based upon programming needs and volunteer availability. Volunteers must commit to a minimum of 4 hours of service (one shift) per week for a minimum of three consecutive months.

Summary: World Without Ice Facilitators will guide museum visitors in exploration of our exciting visiting installation, World Without Ice, through exhibit and activity facilitation. Under the supervision of Public Programs staff, World Without Ice Facilitators are responsible for answering visitor questions about the Museum, facilitating the gallery and exhibit, leading exhibit related floor activities, doing minor cleaning, and helping staff with visitor experience and customer service.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Kindly and appropriately enforces visitor behavior policies, and ensures visitors are using materials safely and in the intended manner.
2. Ensures that the gallery is safe, clean, and inviting for all visitors.
3. Sets up and tears down activities as needed, ensuring proper materials are available for use.
4. Facilitates interactive activities to the public in a fun and engaging manner.
5. Discusses potentially sensitive topics around climate change in a calm, open and science-based manner.
6. Serves as a front-line Museum representative by accurately answering visitors' questions and responding to concerns.
7. Communicates in a clear and timely manner with paid staff and supervisors to ensure excellent customer service.
8. Attends all required training, including an orientation and training shifts at the start of service period.

Work Environment: The work is inside a Museum. The noise level in the work environment is usually moderate to loud when delivering programs to large groups.

Physical Demands: While performing the duties of this role, the volunteer is regularly required to talk and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The volunteer is may be required to lift and/or move items that weigh up to 20 pounds. This is an active role that regularly requires standing, walking, bending, and climbing stairs.

Preferred Skills and Qualities: Background in pedagogy, informal or formal education and/or science/nature center education, or the desire to deepen knowledge in these fields. Patience and understanding in managing potentially difficult situations. Ability to multi-task, stay organized and work collegially within a small organization. Excellent customer relations orientation and communications skills. Punctuality and reliability. Ability to work and communicate with adults and children from diverse backgrounds. Ability and willingness to engage students and families including leading hands on science activities. Interest in learning a wide variety of subject matters. A strong and active interest in learning and personal growth, including the ability to give and receive feedback with colleagues. Able to receive criminal record and central registry clearances required by organizational policy.