

Education Floor Staff Supervisor

Position Summary

Reporting to the Sr. VP of Education and Exhibits, the Education Floor Staff Supervisor is a vital member of the museum's educational team, providing excellent customer service to visitors, managing floor staff, and facilitating educational experiences on the floor. Essential duties of this position include oversight and direction of educational activities and staff. The Floor Supervisor works with floor staff to prepare and present science demonstrations, oversee daily logistics and birthday parties. In addition, the Education Floor Staff Supervisor addresses questions visitors may have as well as resolve any conflicts that arise with staff and visitors. The Education Floor Staff Supervisor is an ambassador to our visitors, promoting upcoming events and programs.

Essential Functions

- Directly supervises the floor staff. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Resolve conflicts that arise in the museum.
- Serve as a focal point during emergencies, directing parents, children and staff members to appropriate resources and personal.
- Oversees the on-boarding and training of part-time education floor staff
- Brings science alive by conducting science demonstrations and answering visitor's questions.
- Facilitates a variety of educational activities.
- Create and adapt activities happening on the museum floor.
- Test prototype science demonstrations.
- Oversees the delivery of excellent birthday party programming
- Is responsible for scheduling education floor staff using When-to-Work software.
- Other duties as assigned by the Sr. VP of Education and Exhibits.

Education & Experience Required

- B.A. or B.S.
- Two years minimum experience managing people.
- 1-2 year working in a museum or informal science setting.
- First Aid and CPR Certification required.
- Or a combination of both education and experience.

Skills Necessary

- Superb customer skills.
- A cool, calm, pleasant demeanor.
- Ability to supervise multiple activities and staff simultaneously.
- Strong interpersonal skills.
- Familiarity with team-based inquiry or other methods of educational evaluation.
- Basic computer skills including Microsoft Office.
- Ability to coach and build positive relationships with staff, volunteers and visitors.
- Superb speaking and writing skills.
- Ability to work with tools.

Work Characteristics

- Attention to detail.
- Ability to multi task.
- Ability to problem solve and make timely decisions.
- Flexible schedule—weekend and evening work is required.

Working Conditions

General office environment. Work require standing or walking for up to 50% of the time. Some sedentary work may be required for scheduling and other computer-based work. Work is generally performed within two environments the museum floor and an office environment, with standard office equipment available.

How to Apply

Please e-mail resume, cover letter and three references to jobs@nvdn.org. No phone calls please.

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