

JOB OPPORTUNITY

Multiple Openings (Regular Full-Time)

Position: Science Facilitator
Reports to: Managers, Visitor Experience

Posted: 03/13/2018

Science World is a BC-based charitable organization that engages the people of British Columbia in STEM literacy. Our mission is to ignite wonder and empower dreams through science and nature.

What's exciting about this opportunity?

Well known for being playful and engaging, Science World British Columbia makes science learning approachable and captivating through interactive exhibits, live presentations and hands-on programming. As a Science Facilitator, you will have the opportunity to ignite wonder as you interact with our visitors consistently, and will help to foster an inclusive and relevant learning environment.

What's the job?

Under the direction of the Managers, Visitor Experience, you will provide a range of services and educational programs at TELUS World of Science and in the community. Responsibilities include (but are not limited to), daily customer services, facilitation of hands-on activities, school programs, stage presentations, gallery interactions, outdoor park facilitation and the implementation of safety and security procedures. You will work in a team to ensure that galleries are well maintained and operational, and provide feedback on customer interactions. Science facilitators assist in the smooth operation of all visitor experiences, including hosting OMNIMAX® and centre stage shows. As a mentor for high school work experience students, you will provide them with feedback, support and complete the placement evaluations. After you have become comfortable in the basics of the job, this dynamic position will expand to include a regular, rotating operational role of daily supervisor (In-Charge). In this role, your energy sets the tone for the day, as you will be the go-to person for problem solving and troubleshooting. The In-Charge is responsible for creating an hour-by-hour schedule, supervise staff, and constantly monitor the building to ensure exhibits are operational, and our lobby team is supported.

Important Availability Commitment:

As an organization that serves the public seven days per week for the majority of the year, it is critical that our talented full-time Science Facilitators be part of our daily service weekdays and weekends. With that, our full-time team members are required to work with a non-traditional weekend (Friday/Saturday, Sunday/Monday or Tuesday/Wednesday) on a four-month rotating schedule. Full-time facilitators will work 40 hours per week. Shift times are 8:30am – 5:30pm weekdays and 9:15am – 6:15pm weekends and holidays, including school break periods (e.g. winter break, spring break and summer). There may occasionally be some evening shifts.

Who are we looking for?

We are looking for someone who loves interacting with people, and is excited to provide our visitors with exceptional customer service. The ideal candidate would look forward to interacting with visitors for the majority of their work day. Through curiosity and playfulness, they will encourage life long learning. They are flexible, and can understand the Visitor Experience team's importance in Science World's daily operations, helping to ensure a safe, clean, and secure environment. They are comfortable working with colleagues in different departments to help meet our shared goals, and can appreciate the value of multitasking!

Finally, we are looking for someone who is comfortable in a leadership role, and enjoys supporting others. They feel confident role modeling a positive, solution-focused approach in their daily tasks, and can work as an engaged and collaborative team player.

What skills and capabilities do you bring to the role?

- A minimum of a High School graduation, post-secondary education preferred
- Background in science, interpretation, education or customer service preferred
- Must be an engaged, responsive and respectful team player capable of working in a dynamic team environment

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- Friendly, visitor-focused, excited to meet and engage visitors of all ages
- Experience working with the public; excellent customer service skills
- Proven ability to speak and perform before audiences of varying size and composition
- Previous experience and/or interest in working with early learners
- Strong ability to think logically, methodically, and creatively
- Required to work outside in all weather conditions
- Must be physically able to safely lift at least 12kgs
- Experience using cash registers, ticket terminals, computerized sales systems, databases and Microsoft Office considered an asset
- French language skills considered an asset

- All offers are subject to satisfactory completion of reference and police criminal record checks -

Please apply by **Tuesday, March 27, 2018** via the Science World careers portal: <http://scienceworld.ca/jobs>

** We thank all candidates for their interest. However, only those selected for an interview will be contacted. **