

RE-POSTING - Multiple Openings (Regular Full-Time)

Position: Science Facilitator
Reports to: Managers, Visitor Experience

Posted: August 31, 2017

Science World British Columbia is a charitable organization that engages British Columbians in science and inspires future science and technology leadership throughout our province.

Position Description:

Under the direction of the Managers, Visitor Experience, you will provide a range of service and educational programs at TELUS World of Science and in the community. Responsibilities include daily customer services, activity and program facilitation, stage presentations, gallery interactions, outdoor park facilitation and the implementation of safety and security procedures. As a mentor for high school work experience students, you will role model a positive, solution-focused approach in your daily work and work as an engaged and collaborative team player across all functional departments. This dynamic role also includes a regular, rotating operational leadership role as a daily operational supervisor (In-Charge). Periodically, you will also interact with and support the success of visiting scientists and guest presenters.

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. The full-time Science Facilitator role is a 40 hours per week position. 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 be occasional evening shifts.

Key Responsibilities:

- Provide our customers with friendly, fun, awesome, wow, and memorable experience
- Ensure a safe, clean, secure environment for our customers
- Act as a mentor for high school work experience students, providing feedback, support and completing evaluations
- Perform In-Charge responsibilities including scheduling, management of staff's daily activities, setting-up of evening events and hourly walkabouts to check maintenance of exhibits
- Ensure that galleries are well maintained and operational and provide feedback on customer interaction
- Assist in the smooth operation of all visitor experiences including hosting OMNIMAX® and Science Theatre shows
- Facilitate and support delivery of shows, demonstrations, school workshops and other programs

Secondary Responsibilities:

- Occasionally facilitate and support delivery of special events (e.g. Camp-Ins or Science World After Dark), and community outreach programs outside of TELUS World of Science (e.g. Science World on the Road or community events)
- Periodically plan, organize and facilitate make-and-take activities
- Possible participation in Science World committees
- Support daily maintenance of the outdoor Science Park including chicken care and garden beds
- Provide general information services regarding Science World at TELUS World of Science
- Occasionally process and receive the entrance fees for admissions to TELUS World of Science and the OMNIMAX® theatre

Qualifications:

- Completion of university degree preferably in science or education or equivalent relevant experience
- Must be able to work a consistent weekly schedule, including weekends, holidays and evenings

JOB OPPORTUNITY

- Must be an engaged, responsive and respectful team player capable of working in a dynamic team environment
- Proven ability to speak and perform before audiences of varying size and composition
- Experienced in meeting and exceeding customer needs and expectations in the service industry
- Experienced with leadership roles
- Previous experience and/or interest in working with early learners is a plus
- Proficiency with Microsoft Office programs and computers
- Required to work outside in all weather conditions
- Must be physically able to safely lift at least 12kgs
- French language skills considered an asset

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

Please apply by **Thursday, September 14, 2017** via the Science World careers portal: <http://scienceworld.ca/jobs>

** We would like to thank all candidates. However, only those selected for an interview will be contacted. Please note that this is a re-posting of Science Facilitator position. Candidates who have already applied to the previous posting need not re-submit. **