

JOB DESCRIPTION

Current/Suggested Title: Interactor

Date: 1/17/19

Department: Operations

Reports to: Manager, Guest Services

NATURE OF THE JOB

➤ **Basic Purpose & Objective of the Position:** Interactors will assist Guests in interacting with specific exhibits and are trained on the science behind each exhibit. Interactors are responsible for providing friendly customer service to every Guest and are asked to ensure their safety, creating a positive experience for our guests and community

➤ **Principal Accountabilities:**

% of

Total: Duties & Responsibilities:

45%

OPERATIONS

- Ensure Guests safety during exhibit and program interaction
- Operate Exhibits and programs according to standard operating procedures
- Assist with all operational needs

45%

GUEST SERVICE

- Provide service oriented solutions to Guests who are in need of assistance
- Provide friendly and professional interaction to both Guests and employees of all levels
- Share the science behind exhibits and program concepts
- Proactively engage Guests when appropriate

10%

OTHER DUTIES

- Special assignments when assigned

□100%

➤ **Knowledge & Skills:**

Education Level:

- Required: High School Diploma
- Preferred: College degree in progress

OR

Years of Experience:

- 1 year of guest service or operations experience

Field of Study/Area of Experience:

- Preferred: Science background
- Preferred: Customer Service related experience

Other Training/Technical Skills/Knowledge:

- Cash handling
- Basic computer knowledge (email, internet browsing)

➤ **Abilities & Behaviors:**

- Must have the ability to stand for extended periods of time
- Must be friendly and enjoy talking to and interacting with children and adults of all ages
- Proactive and self-starter with minimal management
- Able to lift, push, or pull up to 25 lbs. for short periods of time
- Must be able to safely bend to turn exhibits on or off.

SCOPE OF THE JOB

➤ **Discretion/Latitude:**

- Interactors report directly to the on duty Shift Lead on a daily basis for assigned tasks and responsibilities.

➤ **Supervisory Scope:**

Reporting Relationships:

Direct Reports:

Hourly **NA** # Salaried **NA**

Indirect Reports:

Hourly **NA** # Salaried **NA**

Individual Contributor w/ Indirect Reports:

Hourly **NA** # Salaried **NA**

Financial Responsibility:

Department Budget: \$0

Revenue Generated: \$0

Project Budget:

Cost Base:

➤ **Interactions:**

- Constant interaction with Guests, management, and other employees.

➤ ***Business/Work Environment:**

- Must be comfortable with change and a dynamic work environment with both low and peak seasons.

➤ ***Challenges:**

- NA

➤ **Physical Demands & Environmental/Working Conditions:** *Describe any physical demands of the position and any adverse, hazardous, or unpleasant conditions of the work environment. Include the level/intensity, frequency, and duration of exposure to these demands/conditions.*

- This is a standing position- Interactors are expected to be able to stand for extended periods of time.
- Interactors should be able to lift, push, or pull up to 25 lbs. and safely bend and twist to interact with exhibits.

➤ **Other:** *List any other special working conditions that should be considered in establishing this position.*

➤ **Physical Demands & Environmental/Working Conditions:** Describe any physical demands of the position and any adverse, hazardous, or unpleasant conditions of the work environment. Include the level/intensity, frequency, and duration of exposure to these demands/conditions.

➤ **Check the frequency of activity required of the employee to perform the job.**

ACTIVITY	NEVER 0 hours per day	OCCASIONALLY 0-3 hours per day	FREQUENTLY 3-6 hours	CONSTANTLY 6-8+ hours
Sitting	X			
Walking			X	
Standing				X
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand Right __ Left __				
Is repetitive use of hand required?				X
Simple Grasping (right hand)				X
Simple Grasping (left hand)				X
Power Grasping (right hand)			X	
Power Grasping (left hand)			X	
Fine Manipulation (right hand)			X	
Fine Manipulation (left hand)			X	
Pushing & Pulling (right hand)			X	
Pushing & Pulling (left hand)			X	
Reaching (above shoulder level)			X	
Reaching (below shoulder level)			X	
Other Activity not listed				

Please indicate the daily Lifting and Carrying requirements of the job: Indicate the height the object is lifted from floor, table, or overhead location and the distance the object is carried.

LIFTING					CARRYING				
Never 0 hours	Occasionally 0 to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours	Height	Never 0 hours	Occasionally 0 to 3 hours	Frequently 3-6 hours	Constantly 6-8+ hours	Distance
0-10 lbs		X					X		
11-25 lbs	X					X			
26-50 lbs	X					X			
51-75 lbs	X					X			
76-100 lbs	X					X			
100+ lbs	X					X			

➤ **Other:** List any other special working conditions that should be considered in establishing this position.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.