



DISCOVERY

Center of Idaho

JOB TITLE: Floor Associate

REPORTS TO: Exhibits Department

ROP: \$8.25/hr

SCHEDULE: Approximately 10 - 20 hr/wk, Mon-Sun

GENERAL DESCRIPTION:

Discovery Center of Idaho's (DCI) mission is **to inspire lifelong interest and learning in science, technology, engineering and math (STEM)**. DCI serves its mission by developing, maintaining, and presenting interactive science exhibits as well as providing on- and off-site educational programs designed for multi-generational audiences. **Floor Associates are responsible for ensuring a high quality visitor experience through the daily upkeep and maintenance of the exhibition floor and by providing exceptional customer service.**

FLOOR ASSOCIATES ARE IMPORTANT:

The Discovery Center of Idaho inspires young and old alike through positive experiences with our 120+ hands-on science exhibits. Floor Associates make these experiences possible by maintaining our 9,000 square feet of exhibit space, and by providing exceptional customer service for each of our visitors during their time on the exhibit floor.

TYPES OF JOBS YOU MAY HAVE HAD BEFORE:

- Retail floor associate
- Restaurant staff
- Customer service representative

DAILY DUTIES:

- Monitor and maintain exhibits on the exhibition floor
- Ensure facility remains tidy, clean, and safe for visitors
- Assist with program and special event setup, teardown, and cleanup
- Respond to problems or emergencies such as basic first aid, illness and mess clean up, and facility issues
- Provide positive visitor interactions on the exhibition floor, engaging young and old alike in science, technology, engineering and math concepts and principles displayed through the Center's exhibits
- Act as a liaison between multiple departments who depend on the floor including education, exhibits, and visitor services

QUALIFICATIONS:

- Ability to remain flexible, adaptable, and energized in a fast-paced, ever-changing environment
- High standards for professional conduct when working with visitors, staff and volunteers
- Excellent customer service skills and comfortable engaging with youth and adult visitors
- Motivated, self-starter who has outstanding time-management skills
- Naturally takes a solution-oriented approach to challenges
- Clear, concise, and direct communication when coordinating with multiple departments

PREFERRED QUALIFICATIONS

- Experience with simple machine maintenance and basic tools and equipment
- Genuine interest science, technology, engineering and math (STEM)
- Experience engaging with visitors in a service industry

ESSENTIAL FUNCTIONS OF THE JOB

- Must be able to stay on one's feet for most of the day; some heavy lifting required
- Must have the ability to work in noisy, chaotic environments
- Must be enthusiastic and personable when interacting with the visiting public for extended periods of time

WHAT WE CAN OFFER YOU:

- The ability to take ownership of your position
- Training on basic machinery and exhibit maintenance
- One of the most fun and unique places to work in the Treasure Valley