

Rochester Museum & Science Center

JOB DESCRIPTION

Job Title: Floor Supervisor

Department: Education

Direct Supervisor/Manager's Title: Associate Director, STEM Integration

Grade: S4

FLSA Status: Non-Exempt

Full-time/Part-time: Part Time, with possibility to eventually move to FT

Date Prepared/Revised: 5/23/2018

I. JOB SUMMARY

The Floor Supervisor is the leader of RMSC's cross-organizational daily operations team, which creates an environment that includes functioning exhibits and programs, safety, and security for an excellent visitor experience. Engaging visitor interactions will be based on a fundamental understanding of science and technology, the natural environment and our region's cultural heritage.

With guidance from the Head of Integrated Visitor Experiences, the Floor Supervisor proactively oversees all operations on the floors, in the theaters, and classrooms of the Museum to ensure fun, safe, and high quality learning experiences for visitors from all of RMSC's diverse audiences. When a visitor experience is less than ideal, the Floor Supervisor remedies the situation or directs the visitor to the responsible RMSC staff for resolution.

The Floor Supervisor interacts with visitors, greets all school & community groups and acts as a point of contact for the groups throughout their visit, assists in the delivery of programming, and notifies Exhibits of needed maintenance. He/she will implement, evaluate, and provide feedback for continual improvement of all educational programming in the RMSC's galleries.

The Floor Supervisor will coordinate with other RMSC departments to help maintain the exhibits for day-to-day use and ensure a safe and clean environment for museum visitors. The Floor Supervisor will work with various RMSC departments to facilitate the daily schedule of visiting school and community groups.

With the leadership and support of the Head of Integrated Visitor Experiences, the Floor Supervisor coordinates, trains, leads and directs the part-time staff and volunteers who work on the floor. He/she will enlist the support of other RMSC staff and departments on an as needed basis.

Work schedule must be flexible, and can include, weekends, weekdays, evenings, holidays and extended hours in order to meet the needs of the organization. Management retains the right to alter work schedules accordingly.

II. DUTIES (and percentage of time spent)

Describe duties, responsibilities, essential functions:	%
<ul style="list-style-type: none">• Leading day-to-day floor operations, including but not limited to: being the first line of customer service; overseeing floor staff, Career Ladder staff, and volunteers; greeting groups and coordinating their schedules; ensuring interpretive programs run according to schedule; running simulators; reporting exhibit damage; etc.	65
<ul style="list-style-type: none">• Participate in the hiring, training and scheduling of part-time floor staff and monitoring of attendance and performance	15
<ul style="list-style-type: none">• Participate in implementation of engaging and educational gallery programs and activities for visitors	10
<ul style="list-style-type: none">• Help ensure a welcoming and engaging visitor experience by monitoring exhibits and galleries, as well as creating and completing exhibit maintenance checklists. The Floor Supervisor ensures that costumes, puppets, Ask It/Explainer Vests, and other such items are washed when necessary.	5
<ul style="list-style-type: none">• Other Education Department duties as assigned	5

III. JOB DIMENSIONS

He/she will be responsible and/or accountable for providing a friendly, engaging, safe and informative experience for the visitor.

He/she will be responsible and/or accountable for ensuring a physical environment that contributes to a positive visitor experience.

IV. SUPERVISORY RESPONSIBILITIES

He/she will be responsible and accountable for overseeing the activity of ~20 part-time Career Ladder or Floor Staff and the approx. 70 Volunteers, of whom 5-15 may be on the Floors on any given day.

He/she will not have responsibility for performance appraisal, authorization of time off, or other such supervisory responsibilities.

He/she may be asked to provide information on the performance of the Career Ladder and Floor Staff and to help coach, train, or mentor them and volunteers in collaboration with the Head of Integrated Visitor Experiences.

He/she will not have responsibility for establishing budgets or personnel policies

He/she will assist the Head of Integrated Visitor Experiences in the interviewing, hiring, and monitoring of attendance of the part-time staff and volunteers

V. FUNCTIONAL REQUIREMENTS

Technology, Equipment, Tools:

Ability to utilize Microsoft office products, Blackbaud's Altru database system, and company email which includes its central calendaring system.

Ability to use business machines such as personal computer, printer, calculator, copy machine, facsimile, 2-way radio, and phone.

Mental Capabilities

Language skills – Fluent in English. Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must also have the ability to write routine reports, correspondence with staff, and speak effectively with groups of individuals (internal and/or external).

Mathematical skills – Ability to count, add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; the ability to calculate figures and amounts such as proportions, percentages and ratios.

Reasoning ability- Ability to solve practical problems/troubleshoot and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Must have the ability to exercise judgment and make decisions within standard practice. (Cannot change practices or policies, but can make decisions within those practices and policies.)

Physical Activity:

While performing the duties of this job, the employee is regularly required to sit, walk, stand, bend, climb; to use hands to handle or feel objects, tools or controls; reach with hands and arms; stoop, kneel, and crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, depth perception and ability to adjust focus.

Work Environment:

While performing the duties of this job, the employee must be able to tolerate a variable noise level.

The employee must be able to accommodate rapidly changing pace of work, from greeting and escorting groups, interacting with guests, to periods of desk work, depending on the needs of the day.

VI. QUALIFICATIONS

Education/Experience Requirements:

Bachelor's Degree and/or 5 years' equivalent experience

Skills/Competencies:

First Aid, CPR and AED training helpful

Fluency in a second language, such as Spanish, a plus

VII. APPROVALS

Department Manager/Director

Date: _____

Human Resources

Date: _____

This job description reflects management's assignment of essential functions and does not restrict management's right to assign or reassign duties and responsibilities of this job at any time.