

# Rochester Museum & Science Center

## JOB DESCRIPTION

**Job Title:** Floor Staff

**Department:** Member and Visitor Services

**Direct Supervisor/Manager's Title:** Floor Staff Supervisor

**Grade:** N7

**FLSA Status:** Non-Exempt

**Full-time/Part-time:** Part-time

**Date Prepared/Revised:** 9/1/15

### I. JOB SUMMARY

Floor Staff are members of our daily operations team which creates an environment for excellent visitor experience that includes a welcoming atmosphere, functioning exhibits, as well as safety and security.

Floor Staff are responsible for providing fun and safe learning experiences for the RMSC's diverse audiences by carrying out the daily operations within the museum galleries and monitoring all exhibit floors.

The Floor Staff implements his/her part in the daily plan of operations, assists in the delivery of programming, maintains exhibits, and interacts with visitors and groups. Engaging visitor interactions will be based on a fundamental understanding of science and technology, the natural environment and our region's cultural heritage.

Floor Staff will implement, evaluate, and provide feedback for continual improvement of all educational programming in the RMSC's galleries.

*Work schedule may include flexible hours, 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)

<b>Describe duties, responsibilities, essential functions:</b>	<b>%</b>
Carries out fun and safe learning experiences for the RMSC's diverse audiences	<b>85</b>
Maintains Exhibits	<b>10</b>
<i>Other duties as assigned</i>	<b>5</b>

## III. JOB DIMENSIONS

Responsible/accountable for providing friendly, engaging and informative experiences for the visitor.

Responsible/accountable for ensuring a physical environment that contributes to a positive visitor experience.

## IV. SUPERVISORY RESPONSIBILITIES

No direct supervisory responsibilities.

## V. FUNCTIONAL REQUIREMENTS

### **Technology, Equipment, Tools:**

Ability to utilize Microsoft office products and company email.

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

Ability to use a variety of hand/shop tools.

Ability to access special equipment which requires an 18 year old minimum to operate.

**Mental Activity:**

***Language skills –***

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to 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. 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. Ability to exercise judgment and make decisions within standard practice. (Cannot change practices or policies. Can make decisions within those practices and policies.)

**Physical Activity:**

While performing the duties of this job, the employee is regularly required 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 over 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 noise level in the work environment is variable.

**VI. QUALIFICATIONS**

**Education/Experience Requirements:**

Current High School student.

**Skills/Competencies Requirements:**

Adhere to existing Member Visitor Services Image-wear Policy.

**VII. APPROVALS**

\_\_\_\_\_  
**Department Manager/Director**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Department Vice President**

**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 to this job at any time.