Rochester Museum & Science Center
JOB DESCRIPTION

Job Title: Discovery Guide
Department: Education
Direct Supervisor: Floor Supervisor(s)
FLSA Status: Non-Exempt
Full-time/Part-time: Part Time
Date Prepared/Revised: 10.29.26
Hourly Rate: $16.00

I. SUMMARY

Career Ladder ensures visitors get the most meaningful Museum & Science Center experience by providing a welcoming atmosphere, knowledgeable engagement, wayfinding assistance, safety, and security. Career Ladder should have an interest in a career in the STEM fields, education, child care, arts and culture, and/or customer service.

Career Ladder is responsible for providing fun and safe learning experiences for RMSC's diverse audiences through direct visitor engagement. They provide excellent customer service while assisting in the delivery of programming, performing pop-up science and technology demonstrations, and monitoring exhibit galleries for cleanliness and safety. Successful interactions with Career Ladder will result in a positive museum experience for guests as they explore RMSC's exhibits on science and technology, the natural environment and our region's cultural heritage - and a curiosity to learn more!

Lastly, Career Ladder will implement and provide feedback for continual improvement of guest interaction and educational programming in RMSC Museum & Science Center's exhibit galleries.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Interact with Visitors and Groups within exhibit galleries
- Train on and perform interactive visitor experiences such as Science Encounters, technology demonstrations, Inventor Center, and public programming
- Monitor exhibit galleries for cleanliness, proper exhibit usage, and safety
- Routinely check interactive exhibits and report maintenance needs
- Learn to facilitate interactive exhibit experiences that require staffing for temporary featured exhibitions
- Attend regular staff meetings and training sessions

III. COMPETENCIES

Informational/Technical:

Appropriate use of radios, internet, intranet, email, paging system, payroll system, and computer systems.

Occasional use of laptops, tablets, and desktop computers for work-related purposes. Ability to use or willingness to learn technology devices such as 3D printers, virtual reality headsets, coding robots, and more.

Communication:
Ability to communicate effectively, politely, professionally, and comfortably with all guests and staff.

Must communicate with supervisors regarding schedule, availability, and important updates via email and the communication platform Slack. A personal email address is a requirement as this is our primary form of communication for work-related matters.

Decision Making and Reasoning Ability:
Must be dependable, organized, and able to adapt to changing demands and environments; the ability to apply common sense and understanding to carry out instructions delivered in written or verbal form. Ability to maintain confidentiality.

Time Management:
Must arrive on time for all scheduled shifts and meetings. Must be able to plan ahead by submitting regular availability to supervisors for monthly calendars. Career Ladder candidates must be able to effectively transition between multiple duties during their shifts.

IV. QUALIFICATIONS

Ideal candidates for Career Ladder will at least have an interest and basic knowledge of general science topics, technology, engineering, history, humanities, and/or cultural studies.

V. PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to support individuals with disabilities.

Must be able to travel throughout the Museum's exhibit galleries to engage with visitors and perform other job requirements. May be required to stand for extended periods of time and occasionally lift up to 20 lbs.

VI. WORK ENVIRONMENT

While performing the duties of this job, the noise level in the work environment is variable. Can be elevated during periods of high visitation.

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.

RMSC is committed to creating a diverse environment and is proud to be an equal opportunity employer. This policy expressly prohibits discrimination on the basis of sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, gender identity or expression, carrier status, domestic violence victim status, veteran status, or status as a member of any other protected group or activity.

Submit all resumes to Jessica Colangelo, Senior Director, Human Resources
jcolangelo@rmsc.org by December 1, 2026