



**Position Title:** Sparkologist

**Date of last update:** January 27, 2022

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### **SPARK's Mission**

SPARK's Mission is to enrich the lives of young learners by creating shared, interactive experiences that engage people of all ages in the joy of play, the power of learning, and a sense of community.

### **Position Summary**

Our Sparkologists are the pillars of our team as they are the representatives of SPARK to our community and visitors. They influence the energy and learning taking place throughout the museum. They are responsible for greeting and working directly with guests of all ages, providing exceptional customer service, and keeping the museum clean and safe.

Sparkologists interact with the Museum Leadership Team, as well as external service and program partners. This position requires a positive attitude, a social and outgoing personality, an approachable demeanor, a willingness to go above and beyond, a team player attitude, and the desire to make a difference in children's lives through play.

### **Supervision Summary**

This position does not have any direct supervision of other staff. This position reports to the Operations & Visitor Services Manager and is a non-exempt, part-time position averaging between 10-30 hours/week.

### **Major Responsibilities and Essential Functions:**

#### Customer Service:

- Engage and interact with museum guests, from our very youngest crawling guests to inquisitive toddlers, to eager elementary learners to caretakers of all ages
- Assist in program activities and Museum events, such as Storytime, Classes, SPARKAMPs, Maker's Space programs, etc.
- Front Desk operations - welcoming and checking in visitors in a friendly and inviting manner; selling and renewing memberships and providing overview of the experience and expectations while at SPARK
- Join in the fun – play, entertain and lead children in activities, in a hands-on way, show them how to use the exhibits, be creative in finding new and fun ways to interact with the visitors

- Be hospitable and go above and beyond to enhance guest's experience
- Take initiative to solve and resolve situations on own whenever possible
- Invite visitors to the SPARK Shop and assist with questions on product in the Shop

**Cleanliness and Safety:**

- Ensure all needed props and supplies are available at each exhibit and that each exhibit is ready for the next guest
- Ensure cleanliness of the exhibits and spaces, including restrooms, in the museum in accordance with cleaning and safety protocols, which may change from time to time; stay current with these standards
- Ensure visitor safety through monitoring guest activity to ensure proper use of exhibits, supervision of children by their caretaker and ensure guests adhere to museum rules
- Perform opening, closing, daily and weekly tasks to ensure the museum is guest-ready

**Representatives of SPARK**

- Contribute to the overall positive image and success of SPARK through assisting with marketing memberships, programs, and events
- Maintain a professional appearance and demeanor
- Contribute ideas for exhibits, events, and programs
- Work positively and collaboratively with all other SPARK employees and volunteers

**Other responsibilities and expectations:**

Exhibit an approachable demeanor and willingness to go above and beyond  
 Team player attitude and desire to make a difference in children's lives through play  
 Other responsibilities as needed.

**Education and experience:**

Must be 16 years of age or older  
 Flexible schedule with varying shifts including weekends, evenings and special events  
 Customer experience with strengths in guest satisfaction preferred  
 Working with children and families (ages 0-8) preferred  
 Bilingual or ability to speak other languages preferred  
 Cashier or retail experience preferred

**Knowledge, Skills & Abilities Required:**

- 1) Positive, friendly, outgoing, and energized when interacting with people
- 2) Ability to work cooperatively as part of a team
- 3) Excellent communication skills including written, verbal and listening skills
- 4) Ability to problem-solve with creative thinking skills
- 5) Ability to organize tasks and time to ensure timely completion of all assignments

- 6) Hardworking and willing to go above and beyond to get a job done
- 7) Ability to interact courteously and respectfully with supervisors, fellow employees, volunteers, visitors, and general public
- 8) Working knowledge of PCs, and digital communication platforms

**Physical Demands:**

- 1) Audio, visual, and verbal functions are vital aspects to performing this position
- 2) A majority of time is spent sitting, standing, and walking
- 3) Some lifting is necessary (weights of objects rarely exceed 25 pounds)
- 4) Movements such as stooping, and kneeling are sometimes required

**Environmental Demands:**

- 1) The workday is primarily spent indoors.
- 2) Occasional outdoor activity may be required

**Other Requirements:**

- 1) Reliable attendance, timely, and organized
- 2) Some after-hours work, including weekends, may be required for special events

This job description is not intended to be all-inclusive of every function that may be required to be performed by the person in this position. The employee will also perform other reasonable related duties as assigned by the supervisor or other management. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Management reserves the right to change job responsibilities, duties and hours as the need prevails either formally, informally, either verbally or in writing. This document is for management communication only and is not intended to imply a written or implied contract of employment.

*Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities*

**I have read and understand this job description. I agree to accept the responsibilities and duties**

**as outlined.**

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

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

Manager Signature: \_\_\_\_\_

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