

STEAM INTERN JOB DESCRIPTION

General Description of Responsibilities: Reception interns are responsible for presenting a fun, positive and engaging experience in the EUREKA! exhibit hall. Incumbents will greet visitors in a positive and professional manner, operate the point of sale system, fulfill customer service needs relating to memberships, camps, events, and other areas of EUREKA! operations, assist customers in the exhibit hall, and provide support for the various operations within the EUREKA! facility. Reception interns report to the Technical Operations Manager. See attachment A for the staff organizational chart.

DUTIES AND RESPONSIBILITIES:

- Customer Service, Reception & Exhibits
 - Promote a fun and positive environment in the EUREKA! exhibit hall
 - Greet and sign-in museum visitors
 - Handle cash in a manner consistent with specified cash handling procedures
 - Conduct transactions, cash out drawers and complete settlement procedures with integrity
 - Register new memberships
 - Answer and direct phone calls
 - Operate and clean the espresso machine
 - Perform opening and closing duties
 - Understand, explain and operate exhibits
 - Interact with museum guests in a positive and professional manner
 - Utilize effective written and oral communication techniques when communicating with customers on the phone, via email, and in person
 - Dress and act in a professional manner when interfacing with customers
 - Attend a monthly customer service committee meeting

- Teamwork & Collaboration
 - Must be a team player and able to take initiative in day-to-day operations and special projects
 - Perform work independently and in a team-based environment supporting EUREKA!'s vision, mission, and values
 - Assist with other tasks and collaborate with other EUREKA! staff members, as requested by a member of the Eureka! management team

- Safety
 - Adhere to and enforce EUREKA!'s safety policies, procedures and practices to ensure the safety of guests and staff
 - Be aware of and contribute to the development of important safety practices
 - Observe, document and report unsafe situations to a supervisor
 - Participate in safety training and respond to emergencies in an effective and appropriate manner that is consistent with common safety practices
 - Complete accident/incident reports as required

- Training & Professional Development
 - Attend trainings, orientations, and meetings as necessary
 - Maintain skills and abilities to effectively carry out all job functions
 - Maintain a valid CPR, First Aid, and AED certification
 - Keeps current in science and education related to EUREKA!'s content and exhibits

- Education, Experience, & Formal Training
 - Full time college student
 - Experience in customer service is preferred
 - GPA of 3.0 or higher
 - Successful outcomes on a criminal background check

- Additional Knowledge, Skills, & Abilities
 - Ability to stay motivated, professional, patient, positive, respectful, hardworking and flexible
 - Enthusiasm and dedication to EUREKA's mission of instilling a passion and respect for math and science in the community
 - Professional written and oral communication skills
 - Organizational, analytical, and problem solving skills
 - Attention to detail
 - Ability to take initiative
 - Working knowledge of Microsoft Word and Excel
 - Ability to recognize and respond appropriately to safety and security issues

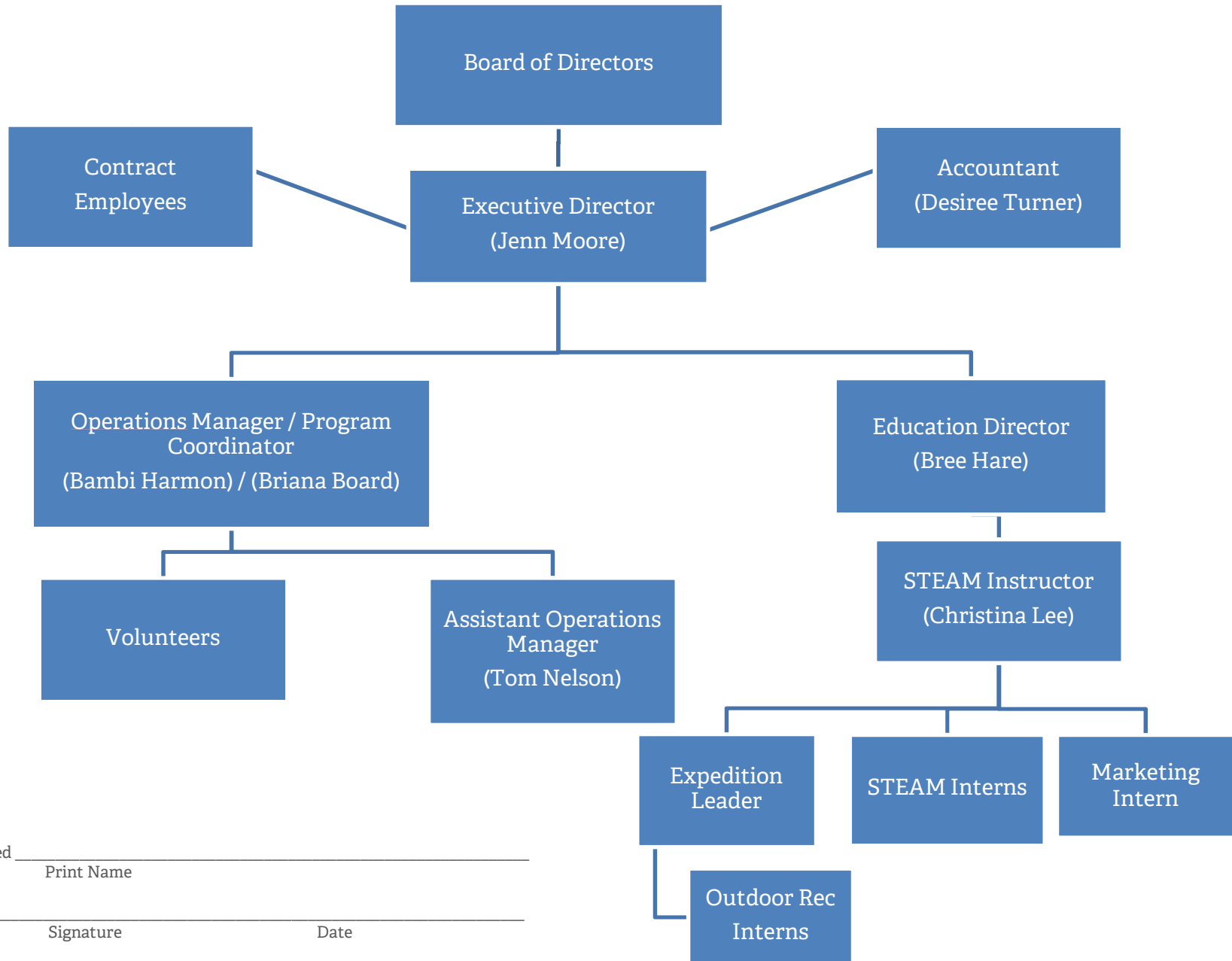
Receipt Acknowledged _____

Print Name

Signature

Date

ATTACHMENT A
 EUREKA! McConnell Science Museum
 Organizational Chart



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 Print Name

 Signature Date