



Public Program Facilitator Job Description April 2021

Position Title:

Public Program Facilitator

Primary Duties:

Public Program Facilitators play an essential role in providing high quality visitor experiences for youth and families. They are responsible for conducting a variety of interactive in-person activities for the museum's Flights of Family Fun weekend programs, Soar into Summer programs, as well as school vacation week programming. These activities include leading hands-on Build & Fly Challenges, interactive Flight Science Demonstrations and Family Tours, Investigation Station programs, as well as helping visitors use computer flight simulators and serving as exhibit hangar guides and open cockpit facilitators. Public Program Facilitators are also responsible for assisting with scout programs, camps, special events, and offsite outreach events at local organizations as needed.

Additional Duties:

In addition to conducting public program activities, Public Program Facilitators provide exceptional, proactive customer service to visitors by assisting with way-finding, answering questions about the museum and its collection, as well as promoting upcoming special events. Public Programs Facilitators are also responsible for ensuring public program supplies and the Kidsport exhibit areas are well-stocked, neat and maintained, as well as for reporting supply needs to their supervisor on an ongoing basis. Public Programs Facilitators may also be asked to train as back-up admissions/gift shop associates as needed. Public Program Facilitators may also be asked to collaborate with staff in the development and implementation of new public programs. Public Program Facilitators will also be responsible to fulfill other duties related to the position as assigned.

Some aspects of this position require standing for extended periods of time, working outdoors and/or in open air and/or non-airconditioned spaces during the summer months, as well as regular walking and lifting up to twenty pounds. Employment is on an at-will basis. This offer of employment does not create a contract of employment, expressed or implied, or a promise of continued employment, and should not be perceived or relied on as such. This position's working hours, duties, and the duration of this position are subject to the operational needs of the New England Air Museum. The New England Air Museum reserves the right to suspend, revise, or revoke any of its policies and procedures at any time, with or without notice. Further, any term(s) or provisions(s) of this offer may be changed at any time, with or without notice, by the NEAM in accordance with operational needs of the organization.

Hours:

Weekend availability is required for this position. Some weekday availability is also required during K-12 school vacation weeks, Monday holidays, and during the months of June, July and August. Occasional evenings will also be required for scout programs and other special events. Standard working hours are from 10:00am to 3:00pm. Public Program Facilitators average between 3-5 shifts per month during the academic year and up to 5 shifts per week during school vacation weeks and summer months.

Requirements:

Experience working with children in educational or youth development settings is required, as is an interest in aviation history and/or aviation science. Some college coursework in Education, History, Science, or a related field is also required. This position requires dependability, a commitment to teamwork, enthusiasm, an outgoing personality, and exceptional interpersonal skills. Employment is contingent upon the satisfactory completion of a background check. The New England Air Museum is an equal opportunity employer.

Compensation and Benefits:

This position is part-time, non-exempt, and pays \$13 per hour. Employees who are at least 21 years of age and receive annual compensation of at least \$600 are eligible for the museum's Simplified Employee Pension. The museum contributes a percentage of each eligible employee's gross pay (currently 6%) to a personal retirement account. The program is administered by Mutual of America. The Board can adjust the contribution rate once per year.

Supervisor:

This position reports to the Director of Education.