



## Public Program Facilitator Job Description March 2018

**Position Title:**

Public Program Facilitator

**Primary Duties:**

Public Program Facilitators play an essential role in providing high quality visitor experiences for youth and families. As such, they are responsible for conducting a variety of weekend, holiday, school vacation week, and summer public programs including: hands-on Build & Fly Challenges, interactive Flight Science Demonstrations, Story Time, children's birthday parties, flight simulators, tours, and open cockpit experiences in our historic aircraft. Public Program Facilitators are also responsible for assisting with scout programs, summer camps, and special events as needed.

**Additional Duties:**

In addition to conducting public programs, 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 responsible for ensuring public program activity kits and Kidsport exhibit areas are well-stocked, neat and maintained, as well as for reporting supply needs to supervisors on an ongoing basis. Public Program Facilitators may also be asked to collaborate with staff in the development and implementation of new public programs, as well as fulfilling other duties related to the position as assigned. Some aspects of this position require standing for extended periods of time, walking, and lifting up to twenty pounds.

**Hours:**

Weekend availability is required for this position. In addition, some weekday availability is required during school vacation weeks, holiday Mondays, and during the summer months of July and August. Occasional evenings will also be required with advanced notice. Standard hours are from 10:00am to 3:00pm. Public Program Facilitators average between 3-6 shifts per month during the school 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 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:**

This position is part-time, non-exempt, non-benefitted, and pays \$13 per hour. 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 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.

**Supervisor:**

This position reports to the Director of Education with additional supervisory oversight from the Visitor Services Manager.