

BUFFALO SOCIETY OF NATURAL SCIENCES POSITION DESCRIPTION
Tifft Guest Experience and Program Assistant

Inspiring Curiosity through Exploration
Valuing Nature's Wisdom

Department: Tifft Nature Preserve

Position Title: Tifft Guest Experience and Program Assistant

Primary Reporting Responsibility: Tifft Program Manager

Status: Part-time/ Non-exempt, Saturday & Sunday with additional days as needed

Overview: At the Buffalo Society of Natural Sciences, we believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages. We know that when you mix GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

Summary of Position: This staff member is an outgoing and knowledgeable communicator responsible for engaging with visitors to Tifft Nature Preserve to elevate the overall visitor experience and serving as the primary telephone service provider to callers on weekends. Under the guidance and supervision of the Tifft Program Manager, the Tifft Guest Experience and Program Assistant position will rotate through many tasks, including greeting guests as they enter the Herb and Jane Darling Environmental Education Center, being a source of information for guests and callers, monitoring capacity of the Center, cleaning and sanitizing of spaces to maintain a safe and welcoming environment, and assisting with development, preparations, and facilitation of programs as necessary.

The Tifft Guest Experience and Program Assistant will serve as the “eyes and ears” to the safe and consistently high-quality presentation of the overall Tifft experience to the public. Although the position officially reports to the Tifft Program Manager, this position will routinely interact and work closely with all members of the Tifft staff and volunteer team. The Tifft Guest Experience and Program Assistant will primarily be scheduled for weekends with other days scheduled as needed.

Priority Projects: With the onset of the COVID-19 pandemic, all staff of the Buffalo Society of Natural Sciences will be required to perform duties and tasks that support the operation of the entire Society and may fall outside those tasks primarily associated with this function. These tasks will be assigned by your supervisor and take priority over other duties as outlined in this job description.

Essential Functions:

- Provide excellent customer service and demonstrate an outgoing, friendly, helpful demeanor at all times.
- Support and collaborate with other staff and volunteers in presenting a high-quality visitor experience.
- Be well versed in Tifft and Museum program, event, and exhibit offerings to serve as a resource person for guests.
- Complete transactions and reference information in Altru CRM system accurately, and efficiently.
- Respond quickly to guest needs.
- Complete all daily cleaning and sanitization on schedule, according to SOPs.
- Clean and maintain safe spaces through the Darling Center as necessary.
- Clean and sanitize surfaces using appropriate supplies, tools, and training.

- Assist Tifft Facilitators of Learning and Tifft Program Manager with research, development and preparation/set-up of programs for an array of audiences.
- Facilitate programs indoors and outdoors
- Interact with guests and serve as a resource for basic nature, conservation, and science concepts.
- Perform other duties as assigned.

Education, Experience, Skills, and Qualities Required:

- High School Diploma or equivalent.
- Prior customer service and environmental education experience preferred.
- General knowledge or strong interest of WNY wildlife and ecology preferred.
- Strong teamwork and collaboration skills.
- Basic computer knowledge and skills.
- Maintain a friendly and professional disposition with staff, customers, and guests.
- Dress in branded, laundered, clean, or other supervisor approved clothing.
- Weekend schedule primarily, with occasional additional days as situations arise.

Physical Demands:

- Able to communicate with small and large groups.
- Operates sanitation tools using proper techniques (training provided).
- Communicates and exchanges information in person, over the phone, and by radio.
- Able to lead groups on a variety of trail types and conditions for up to 3 hours.
- Frequently transport up to 40 pounds of materials with the assistance of a wheeled cart.
- Must be able to work flexible hours, including weekends, holidays, and evenings.

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents in this position. This job description is not intended to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and work conditions of employees assigned to this job. Management has sole discretion to add or modify the duties of this position and designate other functions as essential at any point in time.

The Society’s culture is one of collaboration, collegiality, and teamwork. The incumbent must have a desire to work in a mission-first and audience-centered culture; produce products and experiences of exceptionally high quality; enjoy work and colleagues; and embrace the Society’s core values of integrity, knowledge, diversity, and engagement.

Please send cover letter, resume, salary requirements and names of three references via USPS or email to:

Hiring Manager
Buffalo Museum of Science
 ATTN: Careers
 1020 Humboldt Pkwy
 Buffalo, NY 14211

careers@sciencebuff.org

Please include Tifft in the email subject line.

EOE

4.8.2021