

OH WOW! The Roger & Gloria Jones Children's Center for Science & Technology

Job Title: EDUtainer – Events & Programs
Salary Range: \$8.50 - \$15.00 per hour

FLSA: Non-Exempt
Effective Date: 9/6/2017

Occupational Summary

Reporting to the Sr. EDUtainer-Education, Programs & Standards, this position is responsible for all things related to birthday parties and other event rentals at OH WOW! S/he will also be responsible for implementing EDUtaining programming at OH WOW! and in the community. S/he will be thoroughly committed to OH WOW!'s mission. In tandem with other staff, the EDUtainer will represent OH WOW! in a courteous and efficient manner and serve as an enthusiastic voice on behalf of OH WOW! at all times. This permanent, part-time member of OH WOW!'s team will further the Center's mission by carrying out our stated goals and strategies, specifically related to increasing earned income in birthday and rental categories.

Duties include but are not limited to:

- 1) Ensure all customers visiting OH WOW! for an event have an excellent experience, beginning at the front desk where guests are greeted enthusiastically with a big welcome and smile and upon exit, where guests are invited to return with their friends and family.
- 2) Facilitate EDUtaining programming at OH WOW! and in the community.
- 3) Assisting the Education & Program team with the execution of field-trips & special events.
- 4) Be knowledgeable about all happenings at OH WOW!, including programs, events, classes, etc., and accurately sharing the information with board members, staff and visitors through various means including face-to-face interactions, phone & email communications and social media efforts.
- 5) Provide excellent customer service to all visitors and address needs and concerns accurately and timely.
- 6) Be knowledgeable about membership sales, discounts, promotions, and offers to promote the sale of new and renewal membership to meet revenue goals.
- 7) Actively participate in the collection of visitor data for monthly visitor reports including such data as zip codes, how visitors hear about OH WOW! area of origin, etc.
- 8) Assist with point of sale marketing by keeping all brochure fixtures organized and fully stocked with brochures.
- 9) Ensure communications journal is checked regularly, and comments are distributed to the appropriate department within 24 hours of receipt.

Key Performance Indicators

- # of Birthdays scheduled v. # of Birthdays held
- # of other types of rentals?
- Actual Income vs. projected income

Desired Qualifications:

- Fun, out-going, self-motivated and a creative problem-solver
- Experience delivering educational programming, including differentiation based on grade level
- Excellent organizational skills
- Excellent communication, interpersonal and customer service skills
- Must love working, playing and exploring with children, youth and families
- Ability to work both independently and as part of a team in a fast-paced and chaotic environment

About Us:

OH WOW!'s mission is to foster independent thinking and enrich the lives of all children by creating a welcoming environment where they can develop learning skills and knowledge through the exploration of HANDS-ON exhibits and educational programs which are rooted in Science, Technology, Engineering and Mathematics (STEM).

OH WOW! is an equal opportunity employer.
Criminal Background check required.