

STEAM FACILITATOR – FULL TIME (STAFF SCIENTIST – GALLERY SPECIALIST)

Department: Science Education

Supervisor: Manager, Science Experience and Innovation

Position Category: Full Time

Working Hours: 35 hours per week

MISSION: To bring STEAM to life through fun, interactive learning experiences.

Position Summary

The STEAM FACILITATOR - FULL TIME (Staff Scientist – Gallery Specialist) is a member of the Science Experience and Innovation team responsible for leading the delivery of an exceptional experience for all Discovery Centre visitors, with a focus on our Level 2 Gallery subjects: Health, Aerospace/Flight, and Energy.

The primary role is focused on encouraging visitor interaction with the centre's exhibits and facilitating demonstrations and hands-on programs. The STEAM FACILITATOR - FULL TIME (Staff Scientist – Gallery Specialist) has additional responsibility for keeping the visitor experience fresh; developing and delivering STEAM (Science, Technology, Engineering, Arts and Math) programs for public visitors, school groups, birthday parties, and camps. The STEAM FACILITATOR - FULL TIME (Staff Scientist – Gallery Specialist) is involved in training and coaching staff and volunteers, and contributes to the successful daily operation of the Discovery Centre.

Summary of Responsibilities

Create a safe, welcoming environment for all visitors

- Provide a warm welcome to visitors, including delivering a formal orientation to groups
- Assist in providing safety for centre visitors: monitor visitor activities and calmly follow protocol in response to an incident
- Provide leadership in the emergency evacuation of visitors
- Follow all safety guidelines as they relate to exhibits and programs
- Assist with the creation of safety guidelines and risk assessments for new programs

Facilitate STEAM experiences for all visitors

- Be knowledgeable about Discovery Centre exhibits, programs and dome theatre shows; be comfortable sharing that information to visitors
- Engage and interact with visitors in the exhibit galleries
- Deliver STEAM themed programming/Science on the Spot live demonstrations and hands-on activities
- Deliver internal curriculum-based school workshop programs as needed, including preparation and cleanup

- Host Discovery Centre birthday party programs; setting up the party room, greeting guests and delivering interactive demonstrations
- Facilitate evening programming (Scouting and Guiding groups, Cadets, Corporate and adult events) as needed
- Facilitate hands-on programming and leadership of camps as needed
- Deliver the centre's corporate team building program - Corporate Recess
- Clean exhibits and demonstration equipment daily

Continually refresh the visitor experience

- Develops new demonstrations and hands-on activities relevant to Discovery Centre and departmental mission and objectives
- Keeps up to date in fields relevant to exhibit galleries
- Develops programming for PD day, Winter and March Break camps

Contribute to the successful operation of Discovery Centre

- Lead morning meeting and debrief meetings, prepares daily team schedules
- Mentors STEAM FACILITATORS (Science Facilitators) and volunteers
- Leads training and development opportunities for staff and volunteers, participates actively in training programs, staff meetings and other learning opportunities
- Regularly check Discovery Centre email and DAYFORCE workforce management site to meet scheduling requirements
- Participate in the centre's OH&S program
- Daily reporting of visitor interactions
- Oversees inventory, ensures all areas have the required supplies
- Delivers/assists with media outreach/communications (e.g. TV and radio spots)

Other Duties:

The STEAM FACILITATOR - FULL TIME (Staff Scientist – Gallery Specialist) will sometimes be required to work beyond core business hours and holidays and is required to be flexible in fulfilling required shifts. This may include delivering camp or evening programs; training would be provided. The STEAM FACILITATOR – FULL TIME (Staff Scientist – Gallery Specialist) will complete Full Time STEAM FACILITATOR (Staff Scientist – Lead) duties when required. Other duties as assigned by the Manager, Science Experience and Innovation.

Relationship:

The STEAM FACILITATOR – FULL TIME (Staff Scientist – Gallery Specialist) will work within the Science Education Department under the supervision of the Manager, Science Experience and Innovation. The STEAM FACILITATOR - FULL TIME (Staff Scientist – Gallery Specialist) works closely with other full time and part time staff and volunteers within this department and others to ensure an exceptional visitor experience.

Qualifications:

- Either completion of a university degree in a STEAM subject, Education, Communication or other relevant field, and/or 2 years relevant experience. Relevant experience includes work related to interpretation, education, or recreational programming
- Demonstrable background knowledge in the areas of Health, Aerospace/Flight, or Energy will be considered a strong asset
- Exceptional communication skills - specifically in public speaking and/or performing
- Excellent customer service skills
- Strong leadership and organizational skills
- Experience working in a fast-paced environment
- Able to approach problems with a positive and flexible outlook
- Demonstrated aptitude for safe practices
- A clean criminal record check and child abuse registry check are mandatory
- Must hold or be working towards a certificate in First Aid with CPR C
- A clean driving license is considered an asset

Hours of Work

35 hours a week including evening and weekend hours.

Authority

N/A

Accountability

This position is responsible for providing a memorable STEAM experience for EVERY Discovery Centre visitor. This mandate supports the Centre's mission.

Working Environment

Working conditions include daily contact with children and large groups of people, long periods of standing and light physical activity (moving supplies). The handling of hazardous materials related to science demonstrations (e.g. liquid Nitrogen) may be required. Cleaning and minor maintenance to exhibits forms a portion of the role.

Performance Indicators

A formal appraisal will be conducted annually or as necessitated by the Manager, Science Experience and Innovation.

Probationary Period

As is usual in new employment situations, there is a required 3 months probationary period during which either party may end the employment agreement. Notice will be provided in writing at the time of successful completion of probation or termination of employment.