



Visitor Experience Associate (Floater) (Part Time / Weekends)

Position Overview

The Floater / Visitor Experience Associate is a cross-trained team member who supports all public-facing areas of the Leonardo da Vinci Museum of North America, including the Front Desk, Gift Shop, Gallery, and STEAM Activity Center. This role ensures smooth daily operations by providing coverage during breaks, assisting during peak times, and stepping in wherever needed to maintain a seamless visitor experience.

Key Responsibilities

- Provide coverage for Front Desk, Gift Shop, Gallery, and STEAM staff during breaks, including lunch coverage on weekends
- Support high-traffic areas by assisting with admissions, retail transactions, and visitor flow
- Answer general visitor questions and provide accurate information about exhibitions, programs, memberships, and amenities
- Assist with gallery monitoring and basic visitor engagement
- Support STEAM activities as needed (set-up, clean-up, light facilitation support)
- Maintain cleanliness and organization across public spaces
- Identify and communicate operational issues or visitor concerns to supervisor
- Contribute to a positive, collaborative team environment

Qualifications

- Strong customer service and communication skills
- Highly adaptable, dependable, and comfortable shifting between roles throughout the day
- Quick learner with the ability to handle multiple responsibilities
- Experience in retail, hospitality, education, or museum settings preferred
- Calm under pressure and solution-oriented
- Interest in arts, science, or STEAM environments a plus

Schedule

Weekdays

- 11:30 AM–3:30 PM

Saturdays and Sundays

- Shift 1: 11:00 AM–3:00 PM
- Shift 2: 12:00PM – 4:00 PM

Or

- 9:30:00 AM–5:30 PM (Includes a half-hour scheduled lunch break on weekends)