

Visitor Service Internship Description

Title: Visitor Services & Evaluation Intern

Department: Operations

Reports to: Deputy Director

Position Description: Primary responsibility is the visitor's experience. Responsibilities include evaluating current museum practices and soliciting visitor feedback. This position will stimulate insight into the best practices in visitor services for the museum.

Responsibilities include:

- Engaging with visitors on the floor & providing fast assistance to visitors (answering questions and providing information as needed) (50% of time)
- Performing visitor service research: surveys on floor & researching other institutions' use of visitor services (20%)
- Assisting with the creation of tools for the evaluation and assessment of current visitor services at Children's Museum & Theatre of Maine (10%)
- Assisting with the prototyping of visitor service staff trainings (5%)
- Maintaining a professional appearance of the facilities & assisting with the daily care and maintenance of the exhibit areas as needed (5%)
- Assisting with front desk operations (5%)
- Assisting with the set up & greeting for birthday parties and other Museum functions (2%)
- Assisting with tasks in other departments as needed. (2%)
- In order to have a well rounded view of the department and museum you will, on occasion, be asked to perform tasks not on this list. (1 %)

Requirements:

- Customer service experience
- Enjoys working with children
- Understanding of research techniques
- Background in interviews & surveys a plus

Benefits & Skills Gained: The goals for this position include learning how to create functional and informative evaluation materials, learning how to analyze and present research data, and practicing customer service skills through daily interactions with visitors of all ages.

Min: 15 hours/week, max: 25 hours/week (depending on student's needs)

Days & times TBD

Please note: this is an unpaid position

The Museum & Theatre is an Equal Opportunity Employer