

# GALLERY FACILITATION PROGRAM

---

The Gallery Facilitator Program serves to uphold the mission of the Reuben H. Fleet Science Center by helping to further the public understanding and enjoyment of science and technology. Volunteers in our Gallery Facilitator Program assist visitors in our exhibit galleries with the goal of piquing curiosity, excitement and interest in our many hands-on exhibits. This program is designed so that volunteers may progress through a series of achievement levels with the goal of becoming a successful Gallery Facilitation Specialist. We offer both a general Gallery Facilitator Program and an Early Childhood Gallery Facilitator Program. EC Gallery Facilitators specialize in interacting with our audience who are under 5 and their caregivers.

## **Reports to:**

- Andrea Bliven, Exhibit Facilitation Supervisor
- Amanda Parkstone, Volunteer Programs Manager

## **Responsibilities:**

Gallery facilitators will serve as gallery monitors, science demonstrators, activity leaders, and much more! Through initiating informal conversations with visitors with the goal of increasing their understanding and interest of science, gallery facilitators will learn and utilize the inquiry method to engage visitors. Primary responsibilities include:

- Maximizing the guest experience with excellent service
- Conducting demonstrations related to current exhibits and other science concepts
- Facilitating open-ended and in depth science activities with visitors
- Science interpretation using the inquiry method

## **Qualifications:**

- Energetic, outgoing and innovative individuals with a background and interest in science and/or education
- Previous work with children and teaching experience preferred
- Excellent communication skills
- Desire to work with and inspire children and adult visitors from diverse backgrounds
- Ability to present oneself in a professional manner with regards to personal appearance
- Ability to exercise sound judgment and flexibility should difficult situations arise
- Ability to be courteous, patient and respectful of visitors, volunteers and staff
- Cooperative nature, ability to accept instruction and feedback
- Ability to stand or walk around for long periods of time
- Minimum age of 15
- Interview Required

## **Early Childhood Facilitators:**

- All of the above qualifications plus:

Reuben H. Fleet Science Center | Exhibits Volunteer Program

- 3-6 ECE units from college or university
- Interest in working with young children (5 and under) and their caregivers

### Achievement Levels:



### Responsibilities of Gallery Facilitators

#### 1) Gallery Monitor:

- Performs exhibit/gallery start-up procedures
- Assesses exhibits for any basic troubleshooting
- Cleans and dusts galleries
- Monitors visitor behavior for safety and proper usage
- Performs basic gallery and exhibit maintenance
  - refill water exhibits
  - tidy up galleries
  - refill consumables of certain exhibits (sand, balls, etc).
- Answers general questions and is knowledgeable about:
  - directions (theater, lost and found, etc...)
  - Museum events and daily programs.
- Performs gallery/exhibit closing duties
- Answers basic exhibit usage questions
- Knowledgeable about safety and emergency procedures
- Communicates to other museum staff and volunteers through proper radio etiquette

#### 2) Demonstrator

All of the above plus:

- Conducts demonstrations at the Demo cart and/or Demo Station
- Conveys appropriate presentation styles that engage audiences
- Maintains demo station materials and equipment
- Knowledgeable about demonstration safety and appropriate visitor involvement

#### 3) Activity Leader

All of the above plus:

- Facilitates playful and inventive educational activities using science, art, and technology

- Conveys appropriate presentation styles that engage audiences.
- Assists in Maintaining Tinkering Studio materials and equipment

4) Facilitation Specialist

All of the above plus:

- Utilizes inquiry methods to facilitate interactions between visitors and exhibits
- Knowledgeable of science content in order to convey better understanding to patrons
- Conducts Exhibit Gallery tours

Volunteers may advance to successive levels by completing a minimum of 24 hours within their current level, passing a written test and receiving a satisfactory assessment of performance. We will hold group trainings periodically for those prepared to advance to the next achievement level. This tiered program is cumulative and integrated. Although volunteers may master and move on to successive levels, they will still be asked to carry out the responsibilities of previous levels.

**Training Schedule:**

**Gallery Facilitator Levels:**

1. Monitor
2. Demonstrator
3. Activity Leader
4. Exhibit Specialist

**Advancement Trainings Offered:**

- monthly
- every other month
- every third month
- every fourth month

**EC Gallery Facilitator Levels:**

1. Monitor - monthly
2. Activity Leader - every third month

	MONITORS	DEMO	ACTIVITY	SPECIALIST	KC ACTIVITY
JAN	X		X		
FEB	X	X			X
MAR	X			X	
APR	X	X	X		
MAY	X				X
JUNE	X	X			
JULY	X		X	X	
AUG	X	X			X
SEPT	X				
OCT	X	X	X		
NOV	X			X	X
DEC	X	X			

**Shifts:**

- Monday – Thursday
  - 9:30-1:30
  - 1:30-5:30

- Friday, Saturday, & Sunday
  - 9:30-1:30
  - 1:30-5:30
  - 4:30-8:30 (2:30-6:30 Sundays)
- We aim to have three volunteers per shift.

If volunteers plan on missing a shift, we ask that they call 24 hours or more in advance. If you miss three shifts without notice, we will dismiss you from the Museum Ambassador Program. If you plan on taking a vacation or hiatus, please inform us, as you are welcome back upon return.

### **Commitment Guidelines:**

Volunteers in our Gallery Facilitator program are asked to commit 6-months to 1-year, with 12 or more hours per month. Additionally, attendance to New Volunteer Orientation and facilitator training sessions are required. This program involves training in museum education, public speaking, guest services, science content, and inquiry pedagogy.

If you take a long-term break (3 months or more), we ask that you get re-assessed.

### **Recruitment and Placement:**

- Existing Volunteers
  - Placed within current levels to act as mentors for upcoming facilitators
  - Asked to attend Level 1 training session
- College Students
- High School Students
- Retired teachers
- Science enthusiasts
- Tinkerers

### **Uniform Policy:**

All volunteers must present a professional image while on duty at the Fleet. Visible tattoos and facial/body piercings are not permitted (other than ears). Headphones or ear buds are not allowed during your shift.

### **Fleet Volunteer Shirts**

Volunteers are issued one **Fleet volunteer Polo Shirt**. Please be sure that they are laundered and clean before your shift. Shirts must be tucked in at all times, undergarment sleeves must not be exposed, must be clean and non-wrinkled. We welcome a \$5.00 donation for your uniform.

### **Pants**

Khaki bottoms should be worn at all times when volunteering at the Fleet. Pants must be pressed and in good repair (no stains, holes, rips, etc.), belt must be worn when belt loops are present, and it must be sized and fitted correctly (no baggy or tight pants).

### **Shoes**

Closed toe shoes are a must. No sandals or flip flops are allowed. We recommend wearing comfortable shoes.

**Hair**

Should be neat and clean. No extreme haircuts (Mohawks, extreme spikes, carve-outs, etc.). The length/style must not obscure face, your uniform, or name badge. Dyed/highlighted hair color should be accepted as a natural color. Shaggy and unkempt hair is not permissible regardless of length.

**Inquiry Method:**

Inquiry is an approach to learning that involves a process of exploring the natural or material world, that leads to asking questions and making discoveries in the search for new understandings. Exhibit facilitation using the inquiry process requires a fundamental reexamination of the relationship between the facilitator and the visitor whereby the facilitator becomes a catalyst for the visitor's own process of discovery and construction of understanding.

*Adapted from A Description of Inquiry from the Institute for Inquiry, Exploratorium, San Francisco.*

This opportunity description does not state or imply that the above are the only duties and responsibilities that will be assigned. Volunteers holding this position may be required to perform other related duties as requested by volunteer supervisor.

To respond to this volunteer opportunity please email [volunteerservices@rhfleet.org](mailto:volunteerservices@rhfleet.org) or visit our website at [www.rhfleet.org/volunteer](http://www.rhfleet.org/volunteer). Interviews will be scheduled based upon your qualifications and availability. Interviewing for this position does not guarantee acceptance or placement in our volunteer program.

Furthermore, this description does not constitute, in any way, that I am a paid employee of the Reuben H. Fleet Science Center, nor its affiliates and I am solely a non-compensated volunteer of the Science Center by my own will and understanding. I also acknowledge that this document does not promise future compensated employment at the Science Center.