Volunteer Position Description

Position Title: Exhibit Facilitator
Department: Museum Programs

Position Summary: The Exhibit Facilitator’s primary responsibility is to offer educational support in the museum’s exhibits. Additionally, Exhibit Facilitators will practice excellent customer service, interpersonal communication, and public speaking skills, while expanding guest exposure to science learning.

Exhibit Facilitator job functions include:
- Provide educational support in museum exhibits, offering assistance with interactive components, and enhancing the experience with “Pocket Science” activities.
- Support and advance the mission of the Franklin Institute by engaging with guests.
- Attend training sessions indicated in the training cycle, study material provided, and be prepared to interpret this material at assigned exhibits.
- Assist guests in finding their way throughout the Museum, answer guest questions, and challenge inappropriate guest behavior through redirecting guests to positive activities and behaviors, focusing on science.
- Be happy, helpful, and courteous to all guests, staff, and fellow volunteers.
- Report guest issues, and problems in exhibit to supervisor.
- Attend assigned exhibit areas on time.
- General housekeeping and upkeep of department equipment and materials.
- Perform all assigned tasks.

Special Skills Required:
- Interest in science and The Franklin Institute’s mission (In the spirit of inquiry and discovery embodied by Benjamin Franklin, the mission of The Franklin Institute is to inspire a passion for learning about science and technology.)
- Positive attitude and willingness to try new things
- Good communication skills
- Reliable and punctual, with good attendance
- Hard-working
- Able to work well with learners of all ages
- Courteous
- Able to accept direct supervision
- Must be physically able to be active for up to 3 to 4 hours

Clearance Requirements: This position involves direct contact with children. Volunteers must meet background clearance requirements before they can begin.

Schedule Requirements:
Interested applicants must be able to commit to weekly volunteering for a minimum of 100 hours of service.

Available volunteer hours:
- Mon-Fri: 10-2
- Sat-Sun: 11-5

Volunteer applicants must be able to commit to one of the following training schedules:
Exhibit Facilitator Training Dates 2017

**Team Nu - Winter Facilitator Training**
Group Interviews: December 11 & 13, 2016 – 2:00 pm
Orientation: Sunday, January 8, 2017- 9:30am-4:00 pm
Training 1: Sunday, 1/22/17, 2:00-5:00 pm
Training 2: Sunday, 2/5/17, 2:00-5:00 pm
Training 3: Sunday, 2/19/17, 2:00-5:00 pm
Training 4: Sunday, 3/5/17, 2:00-5:00 pm

**Team Xi - Spring/Summer Facilitator Training**
Group Interviews: May 21 & 23 – 2:00 pm
Orientation: Sunday, June 4, 2017- 9:30 am-4:00 pm
Training 1: Saturday, 6/10/17, 2:00-5:00 pm
Training 2: Saturday, 6/24/17, 2:00-5:00 pm
Training 3: Saturday, 7/8/17, 2:00-5:00 pm
Training 4: Saturday, 7/22/17, 2:00-5:00 pm
*Students only available during the summer months must commit to volunteering at least 1 to 2 times per week.*

**Team Omicron - Fall Facilitator Training**
Group Interviews: October 8 at 10:00 am and October 10 at 2:00 pm
Orientation: Sunday, October 22, 2017, 9:30 am-4:00 pm
Training 1: Saturday, 10/28/17, 2:00-5:00 pm
Training 2: Saturday, 11/4/17, 2:00-5:00 pm
Training 3: Saturday, 11/18/17, 2:00-5:00 pm
Training 4: Saturday, 12/2/17, 2:00-5:00 pm

Updated 10/17/16 JC