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, the mission of The Franklin Institute, and teaching our guests
- 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

Schedule Requirements:
Interested applicants must be able to commit to a minimum 3 hour shift, 2 to 4 times per month, for at least 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 2015

**Team Epsilon- Winter Facilitator Training**
Group Interviews: December 7 & 10, 2014 – 2:00 pm  
Orientation: Sunday, January 4- 9:30am-4:00 pm  
Training 1: Sunday, 1/18/15 11:00am-1:00pm  
Training 2: Sunday, 2/1/15, 11:00am-1:00pm  
Training 3: Sunday, 2/15/15, 11:00am-1:00pm

**Team Zeta- Spring Facilitator Training**
Group Interviews: May 17 & 20 – 2:00 pm  
Orientation: Sunday, May 31, 9:30 am-4:00 pm  
Training 1: Sunday, 6/7/15, 11:00am – 1:00pm  
Training 2: Sunday, 6/14/15, 11:00am – 1:00pm  
Training 3: Sunday, 7/12/15, 11:00am – 1:00pm

**Team Eta- Summer Facilitator Training**
Group Interviews: July 19 & 22 – 2:00 pm  
Orientation: Sunday August 9, 9:30 am-4:00 pm  
Training 1: Sunday, 8/23/15, 11:00am – 1:00pm  
Training 2: Sunday, 8/30/15, 11:00am – 1:00pm  
Training 3: Saturday, 9/12/15, 11:00am – 1:00pm

**Team Theta- Fall Facilitator Training**
Group Interviews: October 7 & 11 – 2:00 pm  
Orientation: Sunday, October 25, 9:30 am-4:00 pm  
Training 1: Sunday, 11/8/15, 11:00am-1:00pm  
Training 2: Sunday, 11/22/15, 11:00am-1:00pm  
Training 3: Saturday, 12/5/15, 11:00am-1:00pm