

VISITOR SERVICES ASSISTANT

RAISING NEBRASKA

LOCATION: Raising Nebraska, Grand Island, Nebraska

DIRECT SUPERVISOR: Experience Coordinator, Raising Nebraska

WORKS WITH: Nebraska Extension Educators and Specialists, Volunteers, and Interns

POSITION TYPE: Part-time Year Round/Hourly

HOURS PER WEEK: 10-15 hours per week. Additional hours may be available based on events and programming. Additional hours will be needed during the Nebraska State Fair.

SALARY RANGE: \$12.00 per hour

BENEFITS: None

TRAVEL: No

RAISING NEBRASKA OVERVIEW

Raising Nebraska is a 25,000 square foot exhibit space designed to help visitors better understand and appreciate the advancements, impact, and global leadership of Nebraska agriculture. Raising Nebraska is focused on the present and future of agriculture as that is reflected in the men and women involved in the Nebraska agricultural industry.

Raising Nebraska: Outdoors is a 38,000 square foot outdoor living display of Nebraska Agriculture and what is possible in Nebraska horticulture. Opened in 2015, Raising Nebraska: Outdoors features three main interpretative areas. The Nebraska Garden, designed in the shape of our 37th State, highlights the crops and commodities that can be found in Nebraska and planted roughly where they would be found in Nebraska. The Community Environment Garden features plants and shrubs planted at a home scale to highlight the best practices and latest trends for home gardens. The Food Systems gardens are raised beds and surrounding grounds used by Nebraska Extension to educate youth in the food production and healthy eating.

Raising Nebraska and Raising Nebraska: Outdoors are operated by the University of Nebraska-Lincoln Institute of Agriculture and Natural Resources through Nebraska Extension, in partnership with the Nebraska State Fair, and the Nebraska Department of Agriculture.

This position is funded by gifts and donation to Raising Nebraska and will not be an employee of the University of Nebraska-Lincoln.

JOB DESCRIPTION

The Visitor Services Assistant position is an integral part of the Raising Nebraska team. Under the general supervision of the Raising Nebraska Experience Coordinator, the Visitor Services Assistant position plays a vital role in the guest experience at Raising Nebraska. Individuals in this position should have experience in customer service, a general understanding of the state of Nebraska, and of Nebraska agriculture. This position frequently

requires the expenditure of physical labor and the use of computers, audio/visual equipment, and other tools. All personnel are ambassadors of Raising Nebraska and should positively interact with visitors, members, donors, trustees, volunteers, and the public.

The Visitor Services Assistant's responsibilities will include, but are not limited to, the following:

- Present an upbeat and positive demeanor that represents Raising Nebraska as a place that values curiosity and encourages playful experimentation. Engage visitors at exhibits and activities by actively promoting a curiosity within the framework of inquiry and playful learning.
- Provide a welcoming environment by helping exhibit areas; identify and address gallery maintenance and safety issues.
- Provide outstanding customer service and offer information and assistance to visitors.
- Be an Ambassador for Raising Nebraska both internally and externally.
- Facilitate productive work relationships.
- Assume operations oversight when Experience Coordinator is not available. This may include opening and closing the facility.
- Other duties as assigned by the Experience Coordinator.

REQUIREMENTS AND QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education
 - Required - High school diploma or equivalent and must be over the age of 18.
- Experience
 - Preferred
 - At least 2 years of experience in customer service and/or museums.
 - Experience working with youth and/or families; candidates who have demonstrated a commitment to working with diverse populations are especially encouraged to apply.
- Knowledge/Skills
 - Required
 - General knowledge of computers
 - General knowledge of Nebraska and Agriculture.
 - Excellent verbal, written, and visual communications skills; Ability to work effectively and collaboratively with others.
 - Friendly, professional and welcoming personality with excellent interpersonal skills.
 - Dependable
 - Ability to maintain confidentiality when handling sensitive information and material.
 - Must be able to perform duties in a manner consistent with a public educational facility serving multigenerational and multicultural/multiethnic individuals and families; Ability to accurately interpret and respond appropriately to the needs and capabilities of different people in different situations, treating all with respect.
 - Preferred
 - Bilingual – English/Spanish.
 - Public speaking and/or teaching experience

- Ability work non-standard hours, including overtime, early mornings, evenings, weekends and holidays as needed with advance notice.
- Other
 - Proof of eligibility to work in the US.
 - Must pass a Nebraska Child Abuse/Neglect Central Registry and sex offender registry check;
 - Must have reliable transportation to and from work.

PHYSICAL REQUIREMENTS

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Some bending, frequent use of hands, stooping and lifting (at least 40 pounds) is needed.
- The noise level in the work environment is usually low to moderate.

APPLICATION PROCESS

To Apply, Please submit your cover letter and resume to raisingnebraska@unl.edu. Review of applications will begin immediately and continue until the position is filled.

Raising Nebraska is a part of University of Nebraska-Lincoln 4-H/Extension. All volunteers and staff who work directly with youth are required to complete the Nebraska 4-H screening process found at <https://4h.unl.edu/volunteer-screening>. Screenings are done in order to assure a safe, positive, and nurturing environment for all youth involved with the Nebraska 4-H programs. These screenings also provide protection for the child, the volunteer, the educator, the 4-H Council, the Extension Board, and the University of Nebraska-Lincoln Extension. If you have questions about this process, please contact nebraska4h@unl.edu.