

VIRGINIA AIR & SPACE SCIENCE CENTER

NASA LANGLEY VISITOR CENTER



Gallery Engagement Specialist at the Virginia Air and Space Science Center Full-Time Job Description

About Us

The Virginia Air and Space Science Center, NASA Langley's Visitor Center, is a vibrant, nonprofit museum featuring interactive aviation exhibits spanning 100 years of flight, more than 30 historic aircraft, a hands-on space exploration gallery, unique space flight artifacts, and more! VASSC has been sparking imagination, discovery, and learning through its education-focused exhibits and STEM-centered programs. VASSC serves a diverse population of families, school groups, and community organizations through interactive play-based exhibits, NASA summer camps, IMAX documentaries, and special events year-round. VASSC is one of Hampton's top family destinations providing enriching learning experiences for children with creative programs and larger-than-life movies.

Summary of the Position

The Virginia Air and Space Science Center is hiring an enthusiastic and energetic Guest Engagement Specialist to join our team full-time. This position is essential in providing memorable, engaging, welcoming, and safe experiences for all museum visitors. As a Guest Engagement Specialist, you will assist guests in their museum experience by programming exhibits, assisting with group visits, and coordinating/supporting our docent program. Events.

Candidate Will

- Provide an exceptional guest experience helping engage guests in the galleries and helping bring the exhibits to life.
- Assist with resetting throughout the day to ensure that exhibits are always in a safe, clean, welcoming, and playable condition.
- Playfully interact with guests in museum exhibits to enhance the play and learning experience.
- Support delivering museum programs and events onsite and in the community.
- Help schedule docent programming and provide any docent support, including necessary training.
- Perform all other duties assigned by the manager.

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Qualifications

- High School Diploma required, related post-secondary degree preferable
- General knowledge and interest in STEM subject matter and ties to STEM careers
- Ability to understand instructions and work independently and collaboratively on tasks.
- Energetic and care about engaging children and adults in STEM content
- Strong public speaking skills
- Experience providing excellent customer service
- Strong interpersonal skills
- Proficiency with Google and Microsoft Applications (Google Docs, Slides, Sheets; Microsoft PowerPoint, Word, Excel)
- Ability to react positively to rapidly changing circumstances

Ideal Experience and Skill Set:

- Experience in public engagement
- Experience working with volunteers of all ages
- Interest in NASA and related STEM content
- Interest in astronomy and capable of supporting planetarium programming
- Experience working with children.
- Exceptional communication skills

Personal Characteristics:

- A passion for play and guest service, along with genuine joy in interacting with children and families
- Respectful and approachable
- Desire to support the VASSC mission to educate, entertain and inspire explorers of all ages
- Commitment to maintaining a safe, clean, organized, and fun environment
- Positive attitude and strong work ethic

Physical Requirements:

- Walking, standing, stooping, bending
- Carrying up to 30 lbs.

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Equal Opportunity Employer:

VASSC is committed to and accountable for advancing diversity, equity, inclusion, and sustainability in all of its forms. The Virginia Air and Space Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Virginia Air and Space Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Job Type: Full-time, Salaried

Work Location: One location