

## POSITION DESCRIPTION AND JOB ANNOUNCEMENT

**Position Title** Discovery Agent  
**Department** Fort Collins Museum of Discovery (FCMoD)  
**Pay Range** \$10.50 per hour  
**Closing Date** Position open until filled

**Application Process** Submit electronically a letter of intent, resume, and contact information for three references (including at least one from a current or former employer), in PDF format to Amy Scott: [ascott@fcmoD.org](mailto:ascott@fcmoD.org) Or, mail to:  
**FCMoD**  
**Amy Scott**  
**408 Mason Court**  
**Fort Collins, CO 80524**

**Selection Process** Applications will be reviewed - Selected candidates will be interviewed – Post employment background check required

**SUMMARY** This is a part-time, hourly position of 18-25 hours per week, including weekend shifts. Discovery Agents welcome visitors to FCMoD and set the stage for them to learn, reflect, and have fun during their visit. Primary duties include greeting, selling tickets and memberships, and answering telephone calls.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** The following duties and responsibilities are illustrative of the primary functions of this position and are not intended to be all inclusive.

- Greet visitors.
- Promote FCMoD's mission, programs, and memberships.
- Maintain accurate ticket sales records with attention to detail.
- Perform membership sales and data entry with attention to detail.
- Engage in visitor surveys, observations, or other requests aimed to evaluate visitation.
- Process merchandise sales in the Museum Store.
- Operate the OtterBox Digital Dome Theater.
- Answer and route telephone calls.
- Run daily cash and sales reports on cash register and balance cash drawers.
- Clean and organize.
- Help with evening and off-hours events.
- Assist other departments as needed.

**SUPERVISORY RESPONSIBILITIES** This position has no supervisory responsibilities of museum staff.

**QUALIFICATIONS KNOWLEDGE, SKILLS, AND ABILITIES** The requirements listed below are representative of the knowledge, skills, and abilities required to perform the necessary functions of this position.

- Skilled at cash handling.
- Demonstrates proficiency with computer POS systems.
- Detail-oriented; strong organizational skills.
- Able to work independently or collaboratively as part of a team.
- Understands the mission and values of FCMoD.

**EDUCATION and EXPERIENCE** Customer service experience preferred.

**LANGUAGE SKILLS** Able to clearly and effectively communicate verbally and in writing.

**VALUES-BASED BEHAVIORS**

- Is friendly and courteous.
- Enjoys working with people.
- Has a “customer first” attitude.
- Listens attentively to others.
- Asks clarifying questions to better understand the views and assumptions of others.
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers.
- Follows rules, regulations, and policies. Positively contributes to implementing changes.

**CERTIFICATES, LICENSES, REGISTRATIONS** Current driver’s license.

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required by my supervisor periodically.

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Signature

Date

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

Physical: Push/pull objects fewer than 20 pounds. Perform moderately difficult manipulative skills such as typing, etc. Sit for prolonged periods and reaches above shoulders.

Sensory: Read fine prints on plans, legal documents, etc. Distinguish normal sounds with some background noise, as in answering the phone, etc. Able to speak clearly and be understood, while also understanding others, using the English language.

Cognitive: Concentrate on fine detail with constant interruption. Attend to task/function for more than 60 minutes at a time. Understand and relate to concepts behind specific ideas. Remember multiple tasks/assignments given self and others over long periods of time, at least several months.

Environmental

Conditions: Frequent exposure to electro-magnetic radiation, as in CRTs (VDTs) and occasional exposure to other hazardous chemical materials associated with normal office conditions.