

Minnesota Children's Museum Internship Position Description

Position Title: Museum Operations Intern
Department: Visitor Services
Supervisor Title: Visitor Services Manager, Coordinator, or Assistant Manager
Classification: Intern, temporary part-time

Institutional Mission

Sparking children's learning through play

Position Summary

This position is responsible for assisting with the daily tasks that are essential to running a large customer service department in a non-profit organization. This may include running reports, assisting with scheduling, updating spreadsheets and documents and other administrative tasks. This position is also part of the leadership team, which includes participating in department leadership meetings and coordinating projects and information for the floor staff. Specific duties depend on schedule availability.

Average internship is 10-20 hours per week /10-12 weeks, with a minimum of 100 hours.

Supervision Summary

This position has no supervisory responsibilities.

Major Job Accountabilities

This is an estimate of the duties to be included in the internship. The exact duties and projects will be determined by mutual agreement of the intern and museum staff. All duties will be carried out with the direction and supervision of the Visitor Services Coordinator or Manager.

% of Time

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| 40% | 1. Assist with administrative tasks including but not limited to updating spreadsheets and documents for tracking training and attendance, assisting with daily and monthly scheduling tasks, responding to visitor comment cards and reporting findings in meetings. |
| 20% | 2. Complete and distribute weekly and monthly department reports, including admissions, attendance and over/short reports. |
| 20% | 3. Assist in coordinating projects and special tasks for floor staff. This might include developing and overseeing the "to do" list, working with floor captains to get assignments completed and following up to ensure tasks were completed. |
| 15% | 4. Attend and participate in department meetings focused on leadership skills and team development, attend other relevant meetings as available. |
| 5% | 5. Other duties as assigned |

Knowledge, Skills and Abilities Required

1. Ability to organize time and work independently, follow directions and complete tasks in an effective manner.
2. Skill in coordinating tasks and projects.
3. Good written and verbal skills.
4. Computer skills, including word processing and spreadsheets.
5. Ability to work well with people.
6. Minimum Junior or Senior standing in post-secondary setting.

Training Provided

1. Museum background and philosophy, including intern orientation
2. Introduction to basic management principles, including record-keeping, scheduling, coaching and training staff.