Responsible To: Operations Manager

Task Description: Become part of the Visitor Services & Operations team at Carnegie Science Center. This person will work with the Operations Team to promote an inclusive environment for staff and visitors at Carnegie Science Center. This intern will also assist with daily operations of the museum such as group visits, building logistics, and providing top-notch customer service to our visitors and staff.

Responsibilities:
- Evaluate current training offerings and make updates as needed
- Assist the Operations Manager in conducting staff trainings
- Assist in the creation and execution of inclusive programming
- Assist the Visitor Services Team with front line duties including group visits
- Uphold our commitment to good customer service, our mission to provide science education and inspiration, and our commitment to respecting diversity
- Attend necessary meetings
- Other duties as assigned
- Assist visitors by answering general questions about the Carnegie Science Center.

Skills Required:
- Personable to all ages and abilities
- Creative
- Fun, enthusiastic, and energetic
- Willingness to take initiative
- Independent
- Reliable and punctual
- Inclusion champion

Skills to be Learned:
- Program development
- Training skills
- A general knowledge of day to day operations of a major museum

Parameters:
- Intern will not be required to handle money
- Intern will not be required to perform first aid
- Some work can be done at home

Training Methods:
- Shadowing members of the Visitor Services Department and on-the-job training

Time Frame:
- 120 hours minimum during the semester
- Occasional weekends and evenings as staff training schedule requires

Clearances
- Upon acceptance into the program, all interns are required to provide and pay for background checks and clearances. Act 33 and 34 Clearances are free for interns.
- Interns who have lived in Pennsylvania for at least 10 years must have their Child Abuse History Clearance (Act 33) and Criminal Record Check Clearance (Act 34).
- Interns who have lived in Pennsylvania for less than 10 years must have their Child Abuse History Clearance (Act 33) and Criminal Record Check Clearance (Act 34) plus an FBI Fingerprint Clearance (Act 114).

To Apply: Send a letter of intent, resume, a letter of reference from either an academic advisor or professor, to:
Internship Program
Carnegie Science Center
One Allegheny Avenue
Pittsburgh, PA 15212

- OR -
VolunteerPrograms@CarnegieScienceCenter.Org