

**Position:** Cockrell Butterfly Center Representative, Visitor Services Dept.

**Employment Status:** Part Time, Hourly, Non-Exempt, \$12 per hour

**Job Summary:**

The Cockrell Butterfly Center is a three-story tropical rainforest conservatory in the heart of Houston. Its inhabitants include numerous non-native species of butterflies and plants.

If you enjoy working as part of a team and interacting with the public in an educational setting, and being in natural settings, the Cockrell Butterfly Center Representative position could be your perfect fit.

The Cockrell Butterfly Center Representative position is a dynamic role that is best suited for individuals with an interest in ecology and nature, who are enthusiastic, friendly and reliable.

Setting the tone for an enjoyable visit, Cockrell Butterfly Center representatives welcome guests and provide them with the essential guidelines to ensure the preservation of our butterflies within their rainforest habitat.

Representatives are also dispersed throughout the Cockrell Butterfly Center to assist guests and ensure the safety of our live animals and plants.

**Essential Duties and Responsibilities:**

- Present a welcoming, safe and fun environment for museum guests through outstanding service and guest assistance
- Greet guests and verify/scan tickets
- Ensure guests enter in the ticketed timeframe
- Ensure all guests understand the rainforest visitor guidelines to ensure the preservation of the butterflies and plants
- Interpret basic educational information about the Butterfly Center and its animal and plant residents to guests
- Patrol and monitor the Rainforest for safety concerns
- Communicate and enforce museum rules and safety policies to visitors, including USDA-APHIS regulations
- Assist guests and answer questions
- Explain museum ticketing, venues and guest services to visitors
- Understand and communicate the difference in museum membership levels and benefits to guests
- Other duties as assigned

**Knowledge, Skills and Abilities:**

- Bilingual a plus (Spanish/English)
- Strong interpersonal and communication skills in order to speak to visitors and colleagues
- Strong verbal communication skills in order to enforce and communicate rules to visitors
- Comfortable working with crowds of people including school children

- Able to adjust to changing workflow from slow to a fast pace working environment
- Alert and able to respond quickly in an emergency
- Interest in ecology, nature, entomology, science and history
- Excellent customer service skills
- Relevant volunteer or work experience is preferred

**Requirements:**

- Available to work a minimum of two days per week, including weekends and holidays
- Available to occasionally work special event evening shifts
- Able to be in both stationary and circulating positions throughout shift for long periods of times
- Able to work in an outdoor, tropical environment
- Able to operate a scanner and POS machine
- Able to effectively project voice to communicate rules to museum guests
- Able to arrive to work on time and have proven track record of reliable punctuality and attendance
- Must comply with the museum's health and safety protocols

**Perks of Working at HMNS Include:**

- Free individual-level HMNS Membership
- Free admission to museum exhibits, Butterfly Center, Planetarium, Giant Screen Theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Flexible scheduling
- Predominately daytime hours (some evenings may be required)

**Application Instructions:**

Submit resume and completed [Museum Application Form](#) in one of the following ways:

- By email to [jobs@hmns.org](mailto:jobs@hmns.org)
- By mail to HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030
- In person by dropping off your application materials c/o HR at the Museum Service desk at HMNS in Hermann Park

No phone calls, please.

HMNS does not to respond to inquiries regarding application status.

**The Houston Museum of Natural Science is an EEO Employer.**

**Houston Museum of Natural Science, 5555 Hermann Park Drive, Houston, Texas 77030**