



## **Orienteer Position Description**

**Position Title: Orienteer**  
**Department: Guest Experience**

### **POSITION SUMMARY:**

Act as a roving concierge to create a memorable and personal visitor experience for California Academy of Science guests.

The California Academy of Sciences welcomes people of all backgrounds, identities, and beliefs to join us in achieving our mission to explore, explain, and sustain life on Earth. We place diversity, equity, and inclusion at the heart of our recruiting efforts and strive to build a culture centered on mutual respect, equal treatment, and the opportunity to succeed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

- Assist in greeting, thanking and saying goodbye to guests.
- Actively host guests throughout the Academy, offering impromptu itineraries.
- Escort guests to their desired destinations and recommend exhibits and programs that will enhance their party's visit and meet their needs.
- Connect with guests and create unique experiences and memories through "insider tips" and knowledge about the Academy.
- Comply with dress code of all-black wardrobe.
- Opportunities to volunteer at special events.
- Follow all Academy safety regulations

### **MINIMUM QUALIFICATIONS:**

The qualifications listed below are representative of the knowledge, skill, and/or ability required or preferred.

### **EDUCATION and/or EXPERIENCE:**

A qualified candidate will possess a combination of the following education and/or equivalent experience:

- Working with the public, teaching, hosting and sales experience or skills are helpful.
- Enthusiasm, energy and a sense of hospitality.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to speak and hear effectively before the public in a high energy, crowded space.

### **REQUIREMENTS:**

- Complete one 3-hr training that includes basic orientation to the building, health and safety, volunteer policies and procedures and a hospitality tour of the public floor.



- Complete a checklist of activities to familiarize yourself with the facility.
- Complete two mandated on-line trainings: Harassment Prevention and Child Abuse Risk Prevention.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before groups or individuals.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to stand and/or walk for an hour at a time to be effective in this position.
- Ability to speak and hear effectively before the public in a high energy, crowded space.

**The California Academy of Sciences will give full consideration for employment to all qualified applicants with criminal histories in a manner consistent with the requirements of the [San Francisco Fair Chance Ordinance](#) (SF Police Code, Article 49).**

**The California Academy of Sciences is an Equal Opportunity Employer and is committed to ensure that all employees and applicants receive equal consideration and treatment, regardless of race, color, creed, gender (including gender identity or gender expression), religion, marital or domestic partner status, age, place of birth, national origin or ancestry, physical, mental or medical disability, height or weight, sex, sexual orientation, citizenship, military service status, veteran status, or any other characteristic protected by state or federal law or local ordinance.**

**The California Academy of Sciences is a non-smoking facility. There is also no smoking in Golden Gate Park.**