THE MOTHER CHURCH AND ITS ACTIVITIES
JOB DESCRIPTION

Job Title: **Plaza Activities Internship**
Department: **Plaza Activities**

The Plaza is a treasured destination for Church members, neighbors, college students, and visitors from around the world. The aim of Plaza Activities (PA) is to offer each guest a thought-changing experience that inspires hope through the "How Do You See the World?" exhibits, tours, programs, and events.

Groups Support:

- Supporting the Groups Coordinator with performing group visits
    - *Group Assistant*: leading a portion of a larger group while the Groups Coordinator is leading another portion of it
    - Operate the Mapparium sound and light presentation.
    - Understands how to give a tour of the Mapparium to different age groups (can work well with children and adults/ seniors)
    - Greet visitors with warmth, professionalism, humility, and spiritual poise.
    - Orient visitors to the exhibit experience, including entrance procedures and Mapparium guidelines.
    - Brainstorming new curriculum with Groups Coordinator for different aged groups, making it more impactful
    - Proclivity for hospitality, public speaking and awareness of people's needs

- Communications
    - Relaying details of the group visit to the group contact, what we offer
    - Clearly sharing our process with the pricing model
    - Make group bookings in PeekPro, adding to the Google Calendar and to the daily briefing document
    - Understands etiquette around phone calls/emails with visitors

- Plaza Responsibilities
    - Provide backup support as needed, including escorting groups between buildings.
    - Direct visitors to the Welcome Hall and other appropriate locations for tours and exhibits.
    - Serve as a welcoming public presence for The Mother Church on the Christian Science Plaza.
    - Greet members of the public on Plaza property, answer questions, and

direct visitors appropriately.
    - Demonstrate prayerful alertness and the ability to respond to situations from the standpoint of Christian Science practice.
    - Understand and respect the dual nature of the property as both a Church home and a business site shared with non-Church tenants.
    - Stay informed about daily Church and Plaza activities and events.
    - Openness to supporting tours of TMC as a guide

- Knowledge/Skills
    - Understanding and appreciation of The Mother Church; the life and writings of Mary Baker Eddy; and the history of the Christian Science movement.
    - Preferably can speak another language/ languages
    - Preferably a member of The Mother Church
    - Has experience working with children (summer camp counselor/ assistant coaching/teaching)

General Operations:

- Supporting the How Do You See the World? exhibits and Mapparium
    - General Operations: Staffing support, customer relations, ordering, inventory, managing sales area, and keeping track of inventory.
    - Staff Uniforms
        - Count all uniform inventory located in the basement
        - Notes the quality of each item and lets the supervisor know more items need ordering
        - Coordinates pick up & drop off with Church's dry cleaning vendor
    - Inventory
        - Upkeep, track, and disseminate into the exhibits CSPS produced books and periodicals, handouts, fliers, cards, and exhibit materials
        - Responsible for tracking and upkeep of Plaza Activities' inventory storage and used in The Mother Church Extension.
        - Log and store weekly and one-off orders of periodicals and other CSPS products
    - Office Needs Checklist
        - On a weekly basis, check on exhibits to make sure they are fully supplied
- Assisting with Annual Meeting set-up
    - Working with the Operations team to assist with any needs that arise. May include setting up stanchions and signage

- Work Environment
    - Activities include walking up and down stairs and being on your feet for extended periods of time, carrying items up to 20 pounds comfortably, as well as sitting for long periods in an office environment.

Other Duties

1. Attends professional functions and seeks out development opportunities to continually learn best practices in Agile practices and the tourism & hospitality industry.
2. Stays abreast of the latest technology, and identifies potential opportunities for improvement.
3. Learns continually about the history and significance of Mary Baker Eddy's life, her teachings, the Church she founded, and the Christian Science movement.
4. Serves as a Host during low-staffed days as needed.
5. Performs other duties as assigned.

STAFF MANAGEMENT AND JOB CONTACTS

Reporting Relationships
Supervisor: Operations & Communications Coordinator
Supervises: None

Regular Contacts outside the department
Real Estate Planning & Operations (FacHelp); "How Do You See the World?" Exhibit Manager; staff throughout the organization.

Knowledge/Skills

- Understanding and appreciation of The Mother Church; the life and writings of Mary Baker Eddy; and the history of the Christian Science movement.
- Understanding and appreciation for the mission and goals of The Mother Church and how it communicates with various audiences.
- Must be able to anticipate project needs, discern work priorities, and meet deadlines with little or no supervision.
- Strong organizational and time management skills: ability to manage multiple projects and work assignments with little or no supervision.
- Excellent interpersonal skills both in person and by phone, with high professionalism.

- Proven success in providing and teaching others to provide top-notch customer service.
- Excellent communication skills: writing, editing, speaking.
- Enthusiastically committed to providing high-performance, world-class customer service to client departments; enjoys a challenge; devoted to high quality standards; in harmony with the PA's purpose.
- Demonstrate commitment to equity, inclusion, and respect for the diversity of visitors and business contacts.

Technology Skills

- Strong computer skills, including MS Office; Google Suite; Trello; Zoom; Slack; Internet research; proficiency with databasing software; social networking sites; point of sales systems, and website platforms such as Wordpress.
- Ability to patiently teach others basic technology skills.

Work Environment

- Must be available to work some evenings, weekends, and holidays if needed.
- Activities include walking up and down stairs and being on your feet for extended periods of time, carrying items up to 20 pounds comfortably, as well as sitting for long periods in an office environment.
- Works on multiple projects simultaneously while assisting with last minute questions, issues, or projects that arise.