Carnegie Science Center
Internship Program
Queue Design Internship

Responsible To: Admissions Manager

Task Description: We are looking for a friendly individual to analyze traffic flow in our busy spaces and help us design more effective queues! When you are not monitoring traffic patterns, researching options, or testing designs, you will be helping visitors navigate the building and answering general questions about the Science Center.

Responsibilities:
- Observe and research traffic patterns in busy areas of the campus, including SportsWorks, the main lobby, the Buhl lobby, the special exhibit gallery, the Rangos Giant Screen Cinema lobby, and the RiverView Café.
- Design and test queues
- Recommend designs for implementation
- Answer visitor questions and assist them in navigating the building

Skills Required:
- Background in queueing systems, fluid dynamics as applies to crowd movement, queue psychology, crowd movement analysis, or related fields
- Ability to interact positively with the general public
- Investiture in CSC initiatives for inclusion, diversity, equity, and accessibility (IDEA)
- Ability to work independently; good organization/writing/communication skills

Skills to be Learned:
- Customer service
- IDEA sensitivity
- Research design and implementation
- Museum operations

Parameters:
- Does not include selling tickets or performing the duties of a visitor services representative

Training Methods:
- Hands-on experience and observation

Time Frame:
- 120 hours minimum during the semester
- Will require work during busy and/or peak museum hours, including some weekend

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