

Responsible To: Miniature Railroad & Village® (MRRV) Manager

Task Description: The Miniature Railroad & Village® (MRRV) Intern will be an important part of the exhibit team and will provide excellent customer service to visitors. The intern will learn the proper day-to-day operation of the exhibit and the technology behind the display. The intern will be required to research the history of the exhibit and learn about the construction of the display.

Responsibilities:

- Assist in cleaning the tracks (when needed) and starting/stopping the train display.
- Locate and identify the animations and reporting any issues to supervisor.
- Able to work both independently and with other volunteers and staff.
- Willingness to learn detailed histories of the models and exhibit.
- Research the history of the exhibit as well as the history of Pittsburgh and Western Pennsylvania as pertains to the exhibit.
- Assist visitors by answering general questions about the Carnegie Science Center.

Skills Required:

- Interest or background in history of Western Pennsylvania.
- Ability to speak to individuals or small groups.
- Ability to assist with challenging customer service situations.

Skills to be Learned:

- Extensive knowledge about Western Pennsylvania, general and specific.
- The history of the Miniature Railroad & Village.
- Working with model trains and maintaining daily operational needs.
- Techniques on how to engage visitors and crowds.
- How the animations and the entire layout operates.

Parameters:

- Will not be required to perform first aid.
- Will not work on new models or any repairs to trains, layout, etc.

Training Methods:

- Required internship orientation session
- Study of in-depth training manuals provided by supervisor.
- Shadowing an experienced presenter.
- Independent research on locations, structures, and general history.

Time Frame:

- 120 hours minimum over the course of the internship semester

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 PA 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