

National Museum of Natural History
Office of Education
Butterfly Pavilion and Insect Zoo
Statement of Work (SOW) for full-time Animal Care Assistant and Volunteer
Coordinator
Live Insect Care Contractual Services
December 15, 2021

Background

This contract is located in the Branch of Learning Venues and Visitor Services (LVVE) of the National Museum of Natural History (NMNH), Smithsonian Institution (SI). The Branch of Learning Venues and Visitor Experience is responsible for implementing for NMNH a myriad of services for daily visitor operations and activities in the public areas of the Museum and in the Volunteer Program. The contract is responsible in assisting with the animal care and maintenance of the Insect Zoo and Butterfly Pavilion and with coordination of the Insect Ambassador Volunteers.

The contractor assists with the operations of the Insect Zoo and Butterfly Pavilion of the National Museum of Natural History serving over 5 million visitors annually. The Learning Venues and Visitor Experience team interfaces with the majority of Museum Offices including Education, Exhibitions, Special Events, Office of Facilities Management, Security, Building Management, Information Technology, Restaurant Associates, Administration and partner organizations including Central Smithsonian Office of Visitor Services and Smithsonian Enterprises.

The contractor upholds the Smithsonian, National Museum of Natural History's philosophy, vision and core standards for visitor service. Their primary focus is to ensure that the visitors' "first and last impression" of their experience at the museum is a positive, productive and memorable one.

The Butterfly Pavilion and Insect Zoo house live insects in exhibition spaces within the National Museum of Natural History. Daily care for the insects is needed and daily coordination of the volunteers is needed.

Scope

Contractor shall care for live insect displays and laboratory cultures in both the Butterfly Pavilion and Insect Zoo, and be responsible for updating content displayed in the exhibit space. The contractor is also responsible for training and supporting museum volunteers in relevant content and public engagement strategies. The contractor will also support digital programming for volunteers through innovative and engaging remote experiences. Contractor must be

available to work onsite at the National Museum of Natural History. Contractor must work 40 hours per week, including one weekend day and holidays that fall during the scheduled work week. Contractor must be able to lift 50 pounds. Contractor will work in hot humid environments for extended periods of time. Contractor must be ok with handling live and dead arthropods. Contractor must complete the Certification of Vaccination and abide by the safety protocols for all Smithsonian Institution Contractors that perform services on-site.

Qualifications include:

- Minimum of Bachelor's Degree in the Biological Sciences or related fields or equivalent specialized experience in animal care.
- Ability to engage with diverse audiences, including students, scientists, museum educators, volunteers, other museum staff, and visitors
- Knowledge and skill in oral, written and digital communication sufficient to address varied audiences and to serve as an interface between multiple museum constituents and stakeholders
- Outstanding organizational skills and demonstrated ability to follow procedures and policies to maintain safety and security at an institution
- Exceptional customer service skills
- Must be prepared to obtain a DUNS number and register in the System for Award Management (SAM) prior to start date.

Tasks

The Animal Care Assistant/Volunteer Coordinator is responsible for:

- Preparing the Insect Zoo for arriving visitors by cleaning exhibit cases and feeding the live arthropods used by volunteers on interactive carts before the museum opens at 10am
- Preparing the Butterfly Pavilion for visitors by cleaning all surfaces in the pavilion, watering plants, stocking fruit stations, cleaning chrysalis cases, removing dead butterflies, and draining flower beds before the museum opens at 10am
- Assist Horticulture Department in the installation of new plants in the exhibit space before the museum opens at 10am
- Keeping accurate chrysalis emergence data used in the annual USDA report
- Keeping accurate arthropod shipment data used in annual USDA report
- Cleaning and maintaining exhibit cases
- Keeping accurate arthropod care data sheets to track health of arthropods
- Maintaining a clean lab including emergence cases and maintaining arthropods housed in the lab
- Feeding all animals
- Collecting plant materials for arthropods

- Keeping staff informed when supplies are needed
- Fulfilling USDA requirements by inspecting exiting visitors for potential hidden butterflies on their person (at least 2 hours per day)
- Conducting tarantula feedings when volunteers are not available
- Follow all USDA and Smithsonian guidelines and directives including proper waste disposal
- Assist with annual Insect Zoo and Butterfly Pavilion maintenance
- Assist with entry of Public into the Butterfly Pavilion
- Assist Visitor Experience Staff with crowd management, information desks and other areas of the museum overseen by LVVE during periods of peak visitation and/or special events
- Assist Volunteer Program in management of Insect Zoo volunteers
- Meet weekly with the COTR for status updates on deliverables and provide weekly written updates on deliverables via email

Supporting and Training Volunteers

Work with relevant staff to:

- Develop, facilitate, and evaluate volunteer enrichments, trainings, coaching, cart activities, facilitation guides and other resources in Insect Zoo and butterfly Pavilion content and visitor engagement skills.
- Publish and/or contribute to the Insect Ambassador volunteer newsletter and other volunteer communications in conjunction with the NMNH Volunteer Program
- Maintain relations, field questions, and support the Insect Ambassador volunteer corps
- Report progress on a continual basis to the Insect Zoo and Butterfly Pavilion Team and the Volunteer Manager.
- Participate in design and implementation of annual volunteer celebrations, activities, and resources.
- Ensure volunteer resources and cart materials are up to date and organized.

Place of Performance

Contractor must be available to work onsite at the National Museum of Natural History.

1000 Constitution Avenue NW, Washington, DC 20013

Period of Performance

Contractor must work 40 hours per week, 8 hours per day, including one weekend day and pre-arranged holidays, evenings, and special events. For each 8-hour day a 30-minute unpaid lunch and two paid 15-minute breaks. Lunch and break times are flexible in the day depending on the days' needs.

Schedule One: Tuesday-Saturday

Schedule Two: Sunday-Thursday

The contract is for one year with an estimated start date of March 9, 2022.

There is an option period for one additional year. We reserve the right to not offer the one-year option period.

With 2-week notice, flexibility to change schedule if requested and mutually agreed upon between the COTR and the contractor.