



MUSEUM ATTENDANT

AGENCY/DEPARTMENT:
Public Works/Museum

Approved By HR Director: *Lynia Matthews*
Date Approved: 4/14/08
Date of Last Revision: 04/11/1995

Reports to: Museum Director
Supervises: N/A

JOB SUMMARY: Under general supervision, is responsible for opening, closing and securing the museum galleries; welcomes and interacts with visitors; performs minor clerical duties; staffs and maintains museum store; and performs other related work as necessary.

DISTINGUISHING CHARACTERISTICS: This class is characterized by performance of public contact duties and basic visitor services. It is distinguished from the Museum Assistant by the latter's performance of para-professional level museum work.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Opens the museum at scheduled time.
2. Locks and secures the museum at scheduled closing time.
3. Welcomes visitors and maintains visitor's log.
4. Collects and reports daily attendance information.
5. Insures proper conduct of visitors by explaining and enforcing the Rules of Behavior adopted by the Museum Board.
6. Answers questions in person and over the phone regarding activity schedules, exhibit details, community activities and museum functions.
7. Communicates with vendors, artists and self-publishers.
8. Registers participants for upcoming museum activities/functions.
9. Provides information and assistance for visitors in case of an emergency.
10. Collects weekend mail and messages.
11. Opens and staffs museum store.
12. Performs retail transactions using cash register.
13. Reviews museum store inventory levels; unpacks and merchandises store inventory.
14. Maintain records for sale; accounts for all cash received.
15. Assists with clerical or other duties (including bulk mail preparation) as required.
16. Provides clerical assistance curator including photocopying, drafting and revising correspondence, bulk mail preparation and telephoning.

QUALIFICATION GUIDELINES:

ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. EXAMPLE COMBINATIONS ARE LISTED AS FOLLOWS.

EDUCATION: High School diploma or recognized equivalent.

EXPERIENCE: None

KNOWLEDGE OF:

- Basic arithmetic.
- Business English including grammar, usage, punctuation and spelling.

ABILITY TO:

- Learn and apply museum procedures and policies related to work assignment.
- Accurately perform retail transactions.
- Exercise tact and diplomacy when dealing with the public.
- Communicate effectively both orally, in person and over the telephone, and in writing.
- Interact effectively with all segments of the general public, other museum staff, outside museum professionals, and academic consultants.
- Establish, foster and maintain positive, harmonious working relationships with other employees, officials and the public.

LICENSES:

SPECIAL REQUIREMENTS:

- Ability to work flexible schedule, which requires working weekends and/or evenings.
- Ability to report to work promptly as scheduled.

DESIRABLE:

- Education or training related to U.S History, American Studies, Museum Studies or a related field.
- Able to speak Spanish
- Retail experience.

FLSA Exemption Status: Non-Exempt

Employee Unit: Part-Time

Job Family: Museum

Class Progression: Museum Attendant
Museum Assistant
Museum Curator
Museum Director