



CLASS SPECIFICATION

Class Code: 60019330
Date Established: 07/2023
Last Reviewed:
Last Revised:
Last Title Change:
FLSA: non-exempt
Probation: 6 months

MUSEUM AIDE

DEFINITION

Under general supervision, assists with the maintenance and operation of a County museum facility; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Six months of public contact work experience; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Greet the public and provide information concerning museum facility use, policies, and regulations.

Schedule tour reservations and conduct guided tours of a museum facility, providing brief descriptions and background on the facility and items.

Work in a point-of-sale environment; collect money, make change, write receipts, and submit reports of fees collected.

Assist administration with inputting sales floor ordering.

Maintain and prepare reports of facility activities including fees collected, public attendance, and facility use.

Set-up facility and rooms for events, functions, exhibits, and reservations.

Assist with programs, events, decorating or creating advertising and displays, and other functions.

Open and close facility.

Manage after-hours events.

Snow shoveling, raking, window cleaning, and general outdoor maintenance as required.

Perform routine housekeeping, maintenance and custodial tasks to prepare and maintain museum for public use.

Train new seasonal hires as needed.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department/division policies, practices, and procedures.

Terminology and acronyms pertinent to assigned department.

The rules and regulations pertaining to the use of a County museum facility where assigned.

Museum displays and background at an assigned facility.

Ability to:

Independently perform work assignments in an assigned museum facility.

Use department specific programs, technology, and museum collection software.

Demonstrate initiative towards improving sales and creating inventive displays.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

General math, including addition, subtraction, multiplication, division, and accounts maintenance.

Principles and practices of effective customer service and proper telephone, email, and in person etiquette.

Standard computer software applications.

Safe work practices.

Ability to:

Provide assistance and support for the operations and use of public museum facility.

Interpret and enforce rules, policies, and regulations of a public museum facility.

Operate a cash register and perform basic mathematical calculations.

Keep and maintain accurate records.

Read, write, and communicate at a level necessary to perform job assignments.

Provide exceptional customer service.

Showcase hospitality for guests of all ages and diverse backgrounds during daily museum facility use, events and exhibits.

Communicate effectively and courteously with the public, both orally and in writing.

Establish, foster and maintain effective and cooperative working relationships with all those contacted through the course of work.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Must be able and willing to work weekends and nights.

Ability to sit, stand, and walk for extended periods. Ability to frequently stoop and kneel. Ability to operate office equipment, including computer, telephone, calculators, copier/scanner. Ability to lift and carry objects weighing up to 25 lbs.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.