

MUSEUM ASSISTANT

DEFINITION

To assist in supporting museum operations, visitor services and activities; to assist with education and program development; and to support the care of collections.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a higher level supervisor or manager.

May exercise supervision over assigned seasonal or part-time staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties include, but are not limited, to the following:

Assist in the planning and implementation of cultural interpretation, education and program development for youth, teens and adults related to the City's museums.

Participate in the day-to-day operations of an assigned museum program; organize daily events; and coordinate the implementation of a variety of program activities; ensure programs and classes meet City standards.

Provide assistance and information for visitors, and lead exhibit and facility tours,

Assist in the preservation of museum collection; perform light maintenance to preserve trails and native bark and plants.

Coordinate various administrative functions such as purchasing, processing and distributing supplies, maintaining inventory, running specific committees, coordinating meetings, and special events.

Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.

Assist in the operation of the museum gift shop; schedule and coordinate facility rentals; and process museum memberships.

Develop and monitor assigned project budgets; receive, review and process invoices, payment requests, reimbursement requests and credit card charges; track costs, ensuring proper coding; researches and resolves errors in orders received and invoices; prepare and process purchase requisitions; prepare and send billing statements as required by program.

Create, edit and update museum information on internet, intranet or social media platforms.

Supervise assigned temporary staff; schedule, train and monitor staff relative to assigned facility duties; review timekeeping system of assigned staff for accuracy.

Participate in the coordination and selection of part-time staff, contract instructors, and volunteers; provide and coordinate training; support the department hiring process; oversee and coordinate museum docent program.

Provide overall site supervision ensuring safety protocols are followed; identify and report any maintenance required on assigned facilities, equipment, or materials; promote and enforce safety procedures.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints; respond to letters and routine correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Customer service principles and public relations techniques.

Procedures for planning, implementing and maintaining a variety of museum activities and programs.

Materials, methods, and equipment used in recreation settings.

Pertinent local, State and Federal laws, ordinances and rules.

Basic principles of employee and volunteer supervision and training

Safety principles and practices.

Museum site management, including coordination with docents.

Record keeping principles and procedures and basic mathematics.

English usage, grammar, spelling, vocabulary, and punctuation.

Modern office equipment, methods, procedures, and computer hardware and software.

Report writing techniques, business letter writing and report preparation

Ability to:

Plan, organize, and implement museum program activities.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Understand and carry out written and oral directions.

Maintain accurate and up-to-date records.

Plan, oversee, coordinate, train, review and evaluate a museum program, as well as volunteers.

Interpret, apply and explain applicable Federal, State and local policies, procedures, laws and regulations.

Research, respond to and assist in the resolution of inquiries and complaints.

Organize work, set priorities and meet critical time deadlines.

Use a personal computer and a variety of software applications.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Independently perform administrative and customer service duties in support of assigned department or program.

Use English effectively to communicate in person, over the telephone, and in writing.

Work outdoors in a variety of weather conditions.

Communicate effectively and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

One year of experience overseeing and implementing museum programs or one year of clerical and customer service experience.

Training:

Equivalent to the completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of California driver's license by date of appointment.

4-7-23 Museum Assistant