



City of Freeport JOB DESCRIPTION

POSITION TITLE: Museum Attendant - Part Time

DEPARTMENT: Destinations FLSA STATUS: Non-Exempt REPORTS TO: Destinations Director
Standard Work Hours: Wed. – Sat., 10:00 am–4:00 pm. Non-standard hours may be required.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description. Employees may at any time be required to work in order to provide for the safety and well-being of the general public, including the delivery and restoration of vital services, in the event of an emergency.

GENERAL JOB SUMMARY: This is an entry level position. The primary responsibility is facilitating a positive customer experience for Museum visitors by greeting them professionally, explaining exhibits and facilities, providing historical information, and answering questions.

ESSENTIAL FUNCTIONS: *Essential functions may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential functions may include, but are not limited to, the following:*

ESSENTIAL DUTIES	% of TIME
1. Facilitate positive customer experiences by conducting Museum operations in a professional, knowledgeable manner by providing information about facilities and exhibits to visitors.	25
2. Open the Museum facility to visitors in a timely manner based on designated hours, greet visitors, and manage guest book.	10
3. Monitors visitors viewing exhibits; cautions visitors on compliance with Museum rules and regulations.	15
4. Distributes promotional materials and answers visitor questions regarding exhibits and facilities.	10
5. Arrange tours of facility for schools and other groups, and schedule volunteers or staff members to conduct tours.	5
6. Examines exhibit facilities and collections periodically and notifies museum management when repairs or replacements are needed.	5
7. Receive, organize, and archive Museum documents and records related to exhibits and resources.	5
8. Perform routine up-keep and janitorial work necessary to maintain Museum areas in a presentable manner.	15
9. Research and learn new historical knowledge about the Museum, exhibits, and the local area to share with visitors.	5
10. Perform other duties as assigned, including being available for emergency call out when necessary for continuity of public services.	5



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ESSENTIAL KNOWLEDGE AND SKILLS

Knowledge:

- Knowledge of the local area, local history, and Museum exhibits
- Knowledge of good customer service principals.
- Knowledge of standard office computer systems and software.
- Working knowledge of research techniques using books and electronic internet-based resources.
- Knowledge of digital data organization and records management.
- Knowledge of safety procedures, including safe use of utilize janitorial supplies and equipment safe.

Skills In / Ability To:

- Ability to interact and communicate effectively and courteously with visitors and co-workers to provide positive customer experiences.
- Ability to read, organize, and interpret historical records.
- Ability to establish and maintain effective working relationships with co-workers in other departments to accomplish cross-departmental projects.
- Ability to maintain accurate records and prepare clear and concise reports and correspondence.

MINIMUM QUALIFICATIONS: **Education, Licenses/Certifications, & Experience**

Any combination of education, training, and experience, which provide the requisite knowledge, skills and abilities needed for this position, may be substituted or evaluated at the discretion of the City.

REQUIRED:

- **Education:** High School Diploma or GED. Some college preferred.
- **Experience:** Two (2) years of work experience in a customer service environment

PREFERRED:

- **Licenses / Certifications:** None required; relevant certification encouraged.

PHYSICAL REQUIREMENTS and WORKING ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include fine motor skills including hand, finger, and hand movement and dexterity for handling old equipment, artifacts, paperwork, and books. Requires repetitive hand, arm, and eye coordination for entering data and utilizing computers. Tasks involve routine physical effort, which may include exerting at least 50 lbs. of pressure; lifting, pushing, pulling, and carrying files, large maps, objects, and supplies. This position requires frequent walking, sitting, carrying, crouching, crawling, balancing, reaching, and fine dexterity.

Mental requirements include the ability to multi-task, prioritize, problem solve, and work under time constraints. Must also be able to interact professionally and calming with the public and co-workers in adverse or challenging situations. Must be able to handle customer complaints professionally.

Employee Signature:

Date:
