

VISITOR SERVICES ASSISTANT - PART-TIME

JOB DESCRIPTION

Classification Responsibilities: A Visitor Services Assistant - Part-time is responsible to ensure key and high-profile operations and operational areas run smoothly for all aspects of the visitor experience at the museum; interacting with general public patrons to provide information regarding admission fees, exhibits, programming, membership, and/or policy and to encourage individual and/or caregiver participation. A Visitor Services Assistant - Part-time duties may include collecting admission fees and maintaining related records; registering students for classes; selling gift shop items; receiving inventory; setting up merchandise displays; responding to visitor's concerns in a manner that ensures a positive outcome for the visitor and the museum; entering data into a personal computer (PC) to produce correspondence, forms, monthly statistical reports, and other materials for publication or distribution; retrieving stored data for printout; preparing materials and keeping front desk stocked; cleaning and maintaining work area; assisting in the provision of security on the museum floor and ensuring the safety of the general public; assisting with the setup, implementation, and cleanup of special events; and related duties as assigned.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is supervised by a Senior Program Assistant or other full-time museum administrative personnel. Specific instructions are received in relation to work methods and procedures with the work subject to regular inspections and review to ensure maintenance of established standards. Employee's schedules will vary from 10-19 hours per week. Work is subject to irregular hours (weekends, holidays, and occasional evenings) sometimes on short notice. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Some (6 months - 1 year) customer service or public contact work experience including cash handling and/or office clerical work including the ability to operate a PC and use word processing software.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. English/Spanish bilingual skills are desirable. Additional specialized training or college-level coursework in business, museum studies, art, art history, natural history, education, child development, or related field is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with museum visitors, volunteers, students, teachers, activity participants, instructors, tour groups, children, parents, caregivers, other City employees, vendors, management, and the general public in order to convey specific information relating to museum admissions, explaining program policies and procedures, learning art, creative expression, museum safety, and security procedures. May train volunteers or temporary staff working the admission desk and/or gift shop. Prepares written documents with clearly organized thoughts and/or using the proper sentence construction, punctuation, and grammar in order to document attendance and membership.

Manual/Physical: Enters data or information into a PC in order to process admissions, memberships, class registrations, monitor class enrollment, make flyers/signage, write lists, and activity reports. Answers phones and communicates via e-mail. Prepares and/or updates schedules in order to maintain volunteer and/or staff schedules. Sorts and distributes incoming mail, products, and/or United Parcel Service (UPS) shipments. Performs physical inventories of activity materials, cleaning materials, and/or office supplies. Moves art materials, tables, chairs, activity materials, and/or gallery props weighing up to 40 pounds from one place to another using push cart or hand cart. Prepares activity materials and art projects using equipment such as scissors, X-Acto knives, paper cutters, etc. Sets up and/or removes folding tables, chairs, barricades, and/or traffic cones for classes, activities, tour groups or events. Works with cleaning fluids and agents; paints using normal, routine protective equipment to paint walls, and keep galleries clean and sanitary. This requires stooping, standing, and kneeling. Also, requires the ability to clean and dispose of bodily fluids as needed. Sits or stands for long periods of time and circulates through galleries in order to monitor security of artwork and safety of visitors. Meets scheduling and attendance requirements.

Mental: Prioritizes, directs, and assigns work to volunteers, temporary staff, and/or interns in visitor services. Prioritizes own work. Resolves procedural or operational issues by making judgment calls when problems arise with visitors, coworkers, or volunteers. Determines when to escalate issues to supervisor. Learns job related material through on-the-job training regarding admissions, membership, exhibit related information on artwork, activities, and interactive materials. Comprehends and makes inferences from written materials. Makes arithmetical calculations with speed and accuracy. Performs routine arithmetic computations, posts information to records, and resolves any discrepancies. Compiles simple statistics for daily records and monthly reports. Comprehends written and verbal directions. Meets scheduling and attendance requirements.

Knowledge/Skill/Abilities:

Knowledge of:

business English, grammar, spelling, and arithmetic; scheduling, registration, or specialized activities; and modern office practices, procedures, and equipment.

Skill in operating standard office equipment including PCs, calculators, copiers, fax machines, etc.

Ability to:

type/key at speed necessary for adequate job performance;
follow oral and written instructions, and established procedures;
learn and correctly interpret and apply the policies and procedures of the museum;
maintain complete and accurate records and files;
perform assigned tasks effectively;
schedule classes, receive monies and fees for supplies, programs, and facilities;
prepare bank deposits;
deal tactfully and courteously with children and adults participating in museum activities;
become knowledgeable about artwork, artifacts, artists, and exhibits; and
work effectively with coworkers and the general public including children.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/18

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CS3343.DOCX (Part-time, Grant-funded)

CS3344.DOCX (Part-time, Grant-funded, Non-benefited)

CS3402.DOCX (Part-time, Non-benefited)

EEO-A/S

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 34

PAY GRADE: 34

PAY GRADE: 34

IND-8810

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