

GUEST EXPERIENCE ASSOCIATE

JOB DESCRIPTION

Classification Responsibilities: A Guest Experience Associate is responsible for interacting with general public patrons to provide information on activities, programming, rules, and to encourage individual and/or caregiver participation; attending exhibit-based training; cleaning/tear down and maintaining general gallery and activity areas; ensure the safety of all museum visitors; collecting museum admissions and cash handling; maintaining related records; and maintaining and securing the gallery. This class performs related duties as required. Employees may be appointed to one of the assignments listed below.

Arizona Museum of Natural History and Mesa Grande Cultural Park Assignments: A Guest Experience Associate is responsible for customer service, including museum admissions and maintaining computer records; coordinating with education staff to orientate children in groups; greeting buses; interacting with volunteers and the public to provide general information on activities and events in the museum; helping to provide security on the museum floor; ensuring the safety of the general public; tearing down, fabricating, and installing gallery exhibits and/or activities and teaching classes; and assisting with the set-up, implementation, and clean-up of special events and special assignments as needed.

idea Museum Assignment: A Guest Experience Associate is responsible for providing a positive customer and museum experience. Associates are responsible for monitoring and maintaining gallery activities and exhibits, supporting school tours, and maintaining the overall safety of the museum. Staff regularly work with caregivers and young children to support and inspire early learning creative experiences. Additional duties include processing museum admissions, selling museum memberships, completing light administrative tasks, supporting museum events, and regularly using technology. Weekend availability required.

Distinguishing Features: This class is supervised by an Office Supervisor or Museum Education Curator who reviews work through conferences, meetings, observations, participant feedback, and overall results achieved. Employees are required to work weekends and special museum events, which may include evenings and some holidays. Employees must provide their own transportation to travel to and from the Arizona Museum of Natural History and Mesa Grande Cultural Park (***Mesa Grande Cultural Park Assignment***). The part-time and seasonal classifications have been designated as non-classified, non-merit system, at-will positions. 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. Graduation from high school or GED.

Arizona Museum of Natural History and Mesa Grande Cultural Park Assignments: Some (6 months - 1 year) office clerical experience including using a personal computer (PC), word processing software, typing/keying, and/or receptionist work. Some (6 months - 1 year) customer service and/or public contact work.

idea Museum Assignment: Some (6 months - 1 year) experience providing direct customer service; working with school age and/or pre-school age children; or cash handling experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications.

Arizona Museum of Natural History and Mesa Grande Cultural Park Assignments: Experience working with school age children and large groups. Cashier or cash handling experience preferred.

idea Museum Assignment: Previous experience working with or supervising young children. Experience in art, art history, education, or child development.

Mesa Grande Cultural Park Assignment: Archaeology experience.

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 participants, tour groups, children, parents, teachers, caregivers, other City employees, and the general public in order to convey specific information relating to learning art, creative expression, museum safety, and security procedures.

Manual/Physical: Performs tasks using both fine and gross motor skills, including the bending required to retrieve items. Prepares activity materials and art projects using equipment such as scissors, X-Acto knives, paper cutters, etc. Assists with manual labor tasks during exhibit installation using equipment such as electric sanders, paintbrushes and rollers, screw gun, drill press, scroll or saber saw, and other power hand tools. Lifts and moves items such as lumber, tables, Plexiglas, and display pedestals. Circulates through galleries in order to monitor security of artifacts and safety of visitors. Operates a variety of standard office equipment including a photocopier, multi-line telephones, and a computerized register. Prepares activity materials for distribution in the gallery, workshops, and/or outreach projects. Stands for long periods of time. Moves activity tables and art pedestals up to 40 pounds for distances up to 250 feet using a hand truck. Works daily with cleaning fluids and agents, bleach, and paints using normal, routine protective equipment to paint walls, pedestals, and desks; and cleans walls, laminates, carpet, Plexiglas, and tools. This requires stooping, standing, and kneeling. Also requires the ability to clean and dispose of bodily fluids, as needed. Sets up or removes folding tables or chairs to use in a classroom, and to use in workspace for painting and construction tasks. Works at elevated levels up to ten feet in height while performing exhibit preparation (spackling, taping, painting walls) or replacing gallery lights. Operates a keyboard and uses word processing software and email to produce support materials. Enters information into a personal computer (PC) and maintains clerical records of unit activities in order to provide documentation of work performed or information that can be easily retrieved. Proofreads initial copy, edits as necessary, and reproduces documents using copy equipment or other reproduction techniques. Meets scheduling and attendance requirements.

Mental: Comprehends written and verbal directions. Adapts tours to accommodate appropriate learning styles and abilities according to age level and skills. Observes behavior of program participants and monitors equipment for proper working order and safety. Comprehends and interprets relevant verbal and written research materials relating to the exhibits, programs, and/or learning skills in order to convey appropriate information to a diverse museum audience. Assesses and responds to specific requirements as they relate to space capacity, crowd control, and child/visitor well-being. Uses floor plans to execute and synchronize tour flow pattern. Learns job-related material through on-the-job training regarding program assignment. 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, monthly, and annual reports.

Abilities:

Ability to:

- work effectively with coworkers and the public, including children;
- deal tactfully and courteously with children and adults participating in museum activities;
- become knowledgeable about artwork, artifacts, artists, and exhibits, and learns to teach this information;
- type/key at a 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 function to which assigned;
- maintain complete and accurate records and files;
- perform assigned tasks effectively; and
- schedule classes and receive monies and fees for facilities.

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 do 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 3/26

AD/js/lv

CS3802 (Full-Time)

PAY GRADE: 40

CS3335 (Part-Time)

PAY GRADE: 40

CS3555 (Part-Time, Grant-Funded)

PAY GRADE: 40

CS3602 (Part-Time, Non-Benefited)

PAY GRADE: 40

CS3603 (Part-Time, Grant-Funded, Non-Benefited)

PAY GRADE: 40

CS4008 (Seasonal)

PAY GRADE: 40

EEO-S/M

IND-9101

JOB FCTN-ART

SWORN-No

Non-DOT Safety and Security-N

Non-DOT Random-N

CDL-N

DOT-N

RESP-N

INCREMENTS 75-200