

**MUSEUM DEPARTMENT  
JOB DESCRIPTION**

**MUSEUM SPECIALIST - OPERATIONS**

**EXEMPT:** No

**UNION:** No

**GENERAL STATEMENT OF JOB:**

The Museum Specialist - Operations oversees guest relations at the Mining and Rollo Jamison Museums. The position also develops and delivers programming to school groups and the general public.

**EXAMPLES OF WORK PERFORMED:**

**Section 1. Specific Activities**

- 1.1 Manages guest relations. Oversees online and in-person booking of tours and programs, the collection of entrance and tour fees, and gift store sales.
- 1.2 Trains, schedules and supervises paid and volunteer tour guides to ensure outstanding guest experience.
- 1.3 Oversees giftshop operations to enhance the guest experience. Curates products for sale and manages point-of-sale system. Monitors profit/loss and makes necessary adjustments to maximize revenue potential.
- 1.4 Develops research-based, site-specific tours/programs/special events that are creative, engaging and dynamic in coordination with Museum Director and other museum staff.
- 1.5 Develops educational programs for school groups. Conducts outreach to schools and other organizations, schedules and coordinates delivery of related content.
- 1.6 Researches and shares interpretative information with staff and guests.
- 1.7 Seeks guest feedback and generates ideas and solutions to improve the guest experience.
- 1.8 Monitors building conditions and security. Oversees building opening and closing. Conducts or assigns light cleaning as needed.

1.9 May be scheduled or on call for weekend supervision. Occasional work at night is required.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge to solve a wide range of intellectual and practical problems; nonverbal symbolism. Arithmetic calculations involving fractions, decimals, and percentages.

Skill in the operation of listed tools and equipment.

Ability to prepare and deliver lectures, interview, advise people, evaluate data; Ability to communicate effectively, verbally or in writing, with visitors for museum tours, general public for inquiries, supplies/vendors for store inventory, community or trade/professional organizations for museum professional growth. Employee will be familiar with details of job to do it reasonably well within 6 months.

**TOOLS AND EQUIPMENT USED:**

Desktop computer (Windows) with Microsoft Office, Adobe Creative Cloud, PastPerfect Museum Software, FareHarbor booking system, tablet, printer/scanner/copy machine, cash register, tablet, car, security system, telephone, uses other tools and equipment as requested or needed.

**CONFIDENTIAL DATA:**

Confidential data includes personnel, security system and value of artifacts.

**ESSENTIAL PHYSICAL JOB REQUIREMENTS:**

The physical demands 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.

While performing the duties of this job, employee constantly talks; has contact with public. Employee frequently stands; sits; walks; keyboards; hears; uses the telephone; works alone; climbs stairs. Employee occasionally drives motor vehicles; reaches; grasps; holds; uses eye-hand coordination; stoops, kneels, crouches, or crawls; climbs ladders.

Employee must be able to frequently lift up to 10 pounds; occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus.

### **ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:**

The following elements serve to identify the required acceptable experience and qualifications:

- 1 Minimum education: Bachelor's degree with a major in education, history, museum studies or related field, and
- 2 Related work experience of 1 to 4 years, or
- 3 Any equivalent combination of education and experience.
- 4 Knowledge of local history, experience with developing and delivering interpretative programs to a broad audience (including youth) and supervisory experience preferred.
- 5 Valid Wisconsin driver's license.

### **STATEMENT OF WORKING CONDITIONS:**

The City of Platteville is a drug-free workplace.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employee is occasionally exposed to cleaning solvents, dirt and dampness when working in the mine.

### **POSITION ACCOUNTABILITY:**

REPORTS TO: Museum Director.

SUPERVISION EXERCISED: Museum Specialist – Operations is a peer to the Museum Specialist – Communications. Tour Guides, Weekend Supervisor, Train Drivers all report to Museum Specialists. Supervisory responsibilities include instructing, reviewing, allocating personnel, assigning work, planning work of others, coordinating activities, acting on employee problems, recommending promotion of employees.

### **SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **CITY OF PLATTEVILLE VALUES**

Having a Positive Impact on Our Community • Treating our Customers with Care • Working Cooperatively Together • Doing Quality Work • Demonstrating Integrity on the Job • Showing Flexibility and a “Can Do Spirit” • Acting as Good Stewards of the City’s Resources • Ensuring Our Safety and the Safety of Others

Approved by Common Council: 5/8/01

Revision History: 7/1/96; 12/31/10; 7/3/16; 11/27/18