

Class Concept

Work in this class involves performing a varied range of duties in the areas of interpretation and visitor services, living history/skills demonstrations, artifacts management, and site support duties which may include assisting with clerical duties, operating a sales desk, or performing semi-skilled site maintenance duties. Duties involve learning and explaining the history of the site, its historical period and the area and demonstrating historic skills. Duties may include performing a variety of routine grounds keeping and minor building and vehicle maintenance; participating in craft demonstrations, and assisting in the coordination of special events. Tours are tailored to the needs of the group in terms of age or education level, time allotted, or areas of special interests. Artifact management involves checking the buildings and grounds periodically to ensure that artifacts are present and in good condition; employees clean and maintain the historic area and objects according to management training. Employees are supervised by site managers or assistant site managers and perform related duties as required. Interpretation and visitor services involve greeting the public and determining the interests and needs of the group, leading a tour giving information geared towards that audience, answering questions ranging from general tourist information to very specific inquiries about an artifact or person in the site's history, and researching information to answer specific questions. Employees use judgement and tact in dealing with visitors engaging in unsafe, destructive, or disruptive behavior.

Employees represent the Department of Cultural Resources, the site, and the community to site visitors, school groups, historical societies, and other interest groups. The employees are the primary security for the site and are responsible for reporting theft and damage of artifacts or property, and injuries on the site. Poor customer services may adversely affect tourism. Careless or neglectful performance of duties may result in visitor injuries or loss of irreplaceable artifacts.

Employees explain and relate site rules, history, safety precautions, and information regarding the local area to groups of varying knowledge and interests.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of state and national history.
- Basic knowledge of archival practices.
- Ability to speak effectively with a wide variety of people.
- Ability to adapt historical tours to age, interest level, special interests, or time constraints.
- Ability to learn and apply site and state office practices.
- Ability to develop and maintain effective work relationships.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and two years of experience in giving museum tours; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.