

Class Concept

Work in this class involves performing a wider range of duties in the areas of interpretation and visitor services, living history/skills demonstrations, artifacts management, and site support duties which may include performing clerical duties, operating a sales desk, or maintaining the site. At this level, employees perform additional tasks such as event planning, volunteer coordination, and/or research for events or projects. Duties involve learning and explaining the history of the site, its historical period, and the area and demonstrating historic skills. Employees plan, research, and follow through events by documenting them for the Raleigh office. Employees often coordinate volunteer services for the site and assist with support group activities by providing office support. 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. The percentage of time spent performing general support tasks is expected to be somewhat less for II level positions than for I level. Employees are supervised by site managers or assistant site managers and perform related duties as required. Interpretation and visitor services involve determining the interests and needs of a group, conveying information geared towards that audience, answering questions ranging from general to very specific about an artifact or person in site history, and researching information to answer specific questions. Events planning/research involves identifying the event and its purpose, its audience and staffing needs, its funding, and its expected return; researching the process, event, or person to document the historical significance and to compile scripts as needed; and documenting the logistics and instructing volunteers and other staff regarding the agenda for the event which may last from half a day to several weeks.

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 responsible for reporting theft and damage of artifacts or property, and injuries on the site. At the II level, employees are expected to document various aspects of the site's history. At times, this employee must ensure that daily operational issues are addressed and resolved in the absence of the site manager.

Errors in performance of visitor services may adversely affect tourism in the area. Careless or negligent performance of duties may result in visitor injuries or loss of irreplaceable artifacts. Impractical special events may cost the site money and community support.

Employees explain and relate site rules, history, safety precautions, and other information regarding the local area to groups. In terms of event planning, employees must have knowledge of the community, the types of events the community has supported before, and the logistics required for the event.

Employees are exposed to inclement weather throughout the course of the year. Some work is performed in a climate controlled visitor center although it also requires walking over fields and uneven ground. Employees may be exposed to dust or other unknown particles. Employees walk through old houses with narrow stairs and hallways and low ceilings and through fields; lighting at the sites is not always good. Employees are exposed to insects and the possibility of injury.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of site history.
- Working knowledge of state and national history.
- Working 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.

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

Page 1 of 2

- Ability to write cohesive material based on documentation.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and three years of experience in giving or developing 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.