

### Class Concept

Work in this class involves performing a range of standardized and administrative tasks in the areas of site management, interpretation and visitor services, artifact management, and some site support duties which may include clerical duties, operating a sales desk, or maintaining the site. At this level, employees perform a range of tasks such as event planning, volunteer coordination, operations or programs management, and/or research for events or projects. At this level, employees function in a specialist capacity in areas of financial support, community support and volunteerism, research and restoration, and/or operations. Employees plan, research, and coordinate projects with the site's support and special interests' groups. 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 may function as assistant site manager and perform related duties as required.

Interpretation and visitor services involve giving tours as needed, conveying information geared towards that group, answering questions, and researching information to answer specific questions. Events planning/research involves identifying the event and its purpose, its likely audience and staffing needs, its funding, and its expected return. In an operations or program function, employees research processes, events, or people of historical significance. Employees document research, recruit, and train volunteers, develop fundraising strategies, develop new programs, and/or participate in restoration/renovation activities. Employees work with limited direction. Visitor service standards and site history are written and are used to evaluate acceptable service. Employees develop knowledge based on further research and community resources. Employees use judgement and tact in dealing with visitors engaging in unsafe, destructive, or disruptive behavior; the employees work within state policies and guidelines of the support groups to raise funding, solicit community involvement, and define a plan of development.

Employees represent the Department of Cultural Resources, the site, and the community to site visitors, school groups, historical societies and other interest groups. Employees are responsible for reporting theft and damage of artifacts or property, and injuries on the site. Employees are responsible for reporting theft and damage of artifacts or property, and injuries on the site. Employees document various aspects of the site's history, develop operational procedures, and commit the site to action or activity; management is consulted prior to implementation. Employees ensure that operational issues are addressed and resolved in the absence of the site manager or assistant manager. Poor customer service may adversely affect tourism in the area. Careless or negligent performance duties may result in visitor injuries or loss of irreplaceable artifacts. Work is evaluated by observation, visitor comments, and participation in operation activities and in site events. Events planning/research is reviewed by professional staff in the Raleigh office for viability, documentation technique, judgement, and historical accuracy. Ability to work well with support groups is evaluated by community support.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Working knowledge of state and national history.
- Working knowledge or archival practices.
- Considerable knowledge of site history.
- 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 apply site and state office practices.
- Ability to develop and maintain effective work relationships.
- Ability to write cohesive material based on documentation.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and four 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.