



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
MUSEUM ATTENDANT II	23	E	7.846
MUSEUM ATTENDANT I	21	E	7.847

SERIES CONCEPT

Museum Attendants assist visitors at museums and provide information and directions as requested; perform routine security activities to ensure the safety of visitors and protect exhibits.

Prepare museum for visitors by turning on lighting, inspecting premises for damage, assisting in clean-up and ensuring readiness to receive visitors.

Assist visitors by providing information and directions; answer questions regarding exhibits, programs and services, history, and locations of public facilities; and help visitors with special needs.

Operate surveillance systems to ensure the protection of visitors and property within the museum; patrol museum and check exhibits for security and vandalism; refer security issues to proper authorities and secure the building at the end of the day; prepare accident reports and maintain security log.

Collect admission and other fees and make change as necessary; keep records of cash received and prepare appropriate paperwork; assist in the museum store as cashier/sales clerk as assigned.

Perform clerical tasks such as answering phones, typing and mailing letters and packages; make bank deposits and pick up and prepare payroll forms as requested; check out educational materials to customers; perform basic computer tasks and data entry; and perform custodial duties as needed.

Perform related duties as assigned.

CLASS CONCEPTS

Museum Attendant II: Under general supervision, incumbents perform the full range of duties outlined in the series concept. In addition, incumbents, working closely with a Curator and/or assigned supervisor, perform a variety of tasks including the composition of newsletter articles; assist with program and special event planning and implementation; lead school tours and set up for lectures; schedule and coordinate docents and volunteers; prepare paperwork for the acquisition of artifacts and catalogs; index research material; and perform other duties as requested by the Curator. Museum Attendant II's may also be assigned responsibility for the daily operation of the museum store which includes conducting sales, stocking shelves, taking inventory, preparing purchase requisitions and creating displays. This is the advanced journey level in the series.

Museum Attendant I: Under general supervision, incumbents perform the full range of duties outlined in the series concept. This is the journey level in the series.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Some positions require work on weekends and/or holidays.
- * Education above the high school level may be substituted for the required experience on the basis of one year of college education is equivalent to six months of related experience.

MUSEUM ATTENDANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience working with the public both in person and on the telephone, which included operating a personal computer, providing information and preparing routine correspondence; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Ability to: communicate information concerning museum programs and services to the public; coordinate and schedule volunteer staff, set up lectures and assist in special events planning; write newsletter articles, correspondence, basic reports and forms; operate a personal computer; perform basic research in order to assist in report preparation and collection identification; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: Nevada and local history; museum exhibits, programs, and services; security practices and emergency response procedures; mission, policies, procedures, rules and regulations of the museum. **Ability to:** operate the museum's cash register and security system; organize and supervise tours and volunteers.

MUSEUM ATTENDANT I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience working with the public both in person and on the telephone; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Ability to: speak effectively with visitors in a courteous and tactful way in a high volume public contact setting; work cooperatively with others; read and write English sufficient to understand written instructions and maintain routine records and logs; add, subtract, multiply and divide whole numbers; operate standard office machines; and maintain alpha numeric files. **Skill in:** customer service and telephone etiquette.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: museum exhibits, programs and services; museum policies, procedures, rules and regulations, security practices, and emergency response procedures. **General knowledge of:** Nevada history. **Ability to:** operate a cash register; operate security systems; communicate information to the public regarding exhibits, programs and services, other State museums' hours of operation, locations, and entrance fees; assist in the supervision of tours and volunteers; write correspondence and basic reports; and work independently.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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ESTABLISHED:	6/30/69	1/1/61
REVISED:	7/1/89P	7/1/89P
	8/19/88PC	8/19/88PC
REVISED:	7/1/95P	7/1/95P

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7/15/05PC7/15/05PC