



**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 protection of assets and 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 revenue received and prepare appropriate paperwork; assist in the museum store as cashier/salesclerk as assigned.

Perform clerical tasks such as answering phones, typing, and mailing letters and packages; prepare and post museum content to website or social media site; make bank deposits; check out educational materials to customers; perform basic computer tasks and data entry; and perform custodial duties as needed.

Perform related duties as assigned.

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**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 and/or website articles and content; assist with program and special event planning and implementation; lead school tours and set up for lectures; manage volunteer program to include recruiting and training volunteers in general museum responsibilities; 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 a Curator. Museum Attendant II's may also be assigned responsibility for the daily operation of the museum store which includes conducting sales, reconciling sales at end-of-shift, 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.

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### MINIMUM QUALIFICATIONS

#### SPECIAL REQUIREMENT:

\* Some positions require work on weekends and/or holidays.

#### MUSEUM ATTENDANT II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of clerical experience which included working with the public; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement*)

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

**Ability to:** communicate information to the public concerning museum exhibits, programs and services, other State museums' hours of operation, locations, entrance fees, and membership program and benefits; coordinate and schedule volunteer staff, set up lectures and assist in special events planning; assist in the supervision of tours and volunteers; prepare newsletter articles, website content, correspondence, basic reports, and forms; operate a cash register/point-of-sale system for collection of admission fees, train ride fees and museum store sales; operate security systems; operate a personal computer; perform basic research in order to assist in report preparation and collection identification; work independently; *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:** museum exhibits, programs, and services; museum policies, procedures, rules, and regulations; security practices; 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:** organize and supervise tours and volunteers; manage basic data entry into museum collection management database.

#### MUSEUM ATTENDANT I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of experience working with the public; **OR** an equivalent combination of education and experience as described above. (*See Special Requirement*)

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):

(These are identical to the Entry Level Knowledge, Skills and Abilities required for Museum Attendant II.)

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.

|              | <u>7.846</u> | <u>7.847</u> |
|--------------|--------------|--------------|
| ESTABLISHED: | 6/30/69      | 1/1/61       |
| REVISED:     | 7/1/89P      | 7/1/89P      |
| REVISED:     | 8/19/88PC    | 8/19/88PC    |
| REVISED:     | 7/1/95P      | 7/1/95P      |
| REVISED:     | 9/16/94PC    | 9/16/94PC    |
| REVISED:     | 7/15/05PC    | 7/15/05PC    |
| REVISED:     | 3/25/22PC    | 3/25/22PC    |

**MUSEUM ATTENDANT II**

**23**

**E**

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**MUSEUM ATTENDANT I**

**21**

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