

INTERPRETIVE SERVICES PROGRAM ASSISTANT
PART TIME, TEMPORARY

DEFINITION

To perform a variety of duties related to conducting, planning, and coordinating interpretive programs at an assigned City museum or interpretive center.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Staff customer service desk of assigned facility; respond to customer inquiries about facility and city service; schedule and confirm tours, programs and workshops.

Conduct a variety of interpretive programs including, but not limited to, exhibit tours, school programs, adult and youth programs, and summer camps.

Collect fees for programs and services; conduct gift shop sales; reconcile cash drawer and receipts; record and deposit money.

Assist in planning, promoting, organizing, leading and evaluating a variety of programs and activities.

Perform inventory, stock rotation and verification of accuracy regarding vendor deliveries.

Inspect assigned recreation facilities and/or equipment and recommend any necessary repair or maintenance work and supply needs.

Receive and oversee the use of equipment and materials; care for and maintain equipment.

Assist with supervision of assigned volunteers; monitor volunteers relative to assigned duties.

Complete records and reports as required.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Promote and enforce safety procedures; render first aid and CPR, if certified, as required.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Practices and methods of public relations and customer service; techniques and principles of effective interpersonal communication.

Basic methodology of organizing groups, programs, and services in an educational setting.

Basic knowledge of arithmetic including addition, subtraction, multiplication, and division.

Principles and techniques of first aid and CPR.

Modern office equipment, methods, procedures and computer hardware and software.

Ability to:

On a continuous basis, know and understand operations and observe safety rules; walk long distances; intermittently interpret policies and procedures, and explain operations and problem solve issues for the public and with staff; participate with children in games and activities that involve bending, squatting, jumping, and reaching; lean, stoop, and bend to set up or break down equipment.

Intermittently set up booths, hang banners, move tables, chairs and carry supplies; lift or carry weight of 45 pounds or less.

Plan, coordinate and conduct educational programs suited to the needs of the community.

Make accurate mathematical computations.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.

Communicate effectively and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Respond to emergency situations in a calm and effective manner; administer first aid and CPR, if certified.

Identify problems regarding the facility and programs; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.

Maintain accurate and up-to-date records.

Learn to operate a computer and cash register as necessary to perform job duties.

Understand and carry out written and oral directions.

Communicate tactfully with customers.

Work outdoors in a variety of weather conditions.

Experience and Training

Experience:

One (1) season paid or volunteer experience working as a docent/interpreter in a community interpretive/educational/museum or visitor center or in a position providing customer service is desirable.

Training:

Equivalent to completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of a CPR and First Aid certificates within six (6) months of hire.

Note: Minors may have preclusions or restrictions in duties assigned and licenses required pursuant to 29 CFR § 570.

09-05-18

06-28-14 Interpretive Services Program Assistant