City of Bellingham
Classification Specification

CLASS TITLE	**Museum Visitor Services Attendant**
DEPARTMENT	**Museum**
UNION:	**1937**
SG:	**104**
CS:	**No**
FLSA:	**Y**
EEO/SOC CODE:	**SM/43-4051**

JOB SUMMARY:

The Museum Visitor Services Attendant is the first point of contact for patrons of the Museum. Greets and welcomes visitors, provides information, directions and assistance, processes admissions and memberships, maintains the security of the galleries and buildings, ensures the artwork is protected and visitors follow museum rules. Provides telephone reception and performs clerical duties as assigned by supervisor.

DISTINGUISHING CHARACTERISTICS:

The Museum Visitor Services Attendant Position is distinguished from the Security and Information Attendant by its emphasis on providing information and customer service to museum patrons and entry level office skills performed.

SUPERVISORY RELATIONSHIP:

Reports to the Membership and Visitor Experience Supervisor. Receives assignments and has work reviewed by the Membership and Visitor Experience Supervisor. Works under the guidance of Museum and City policies and procedures.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Welcomes museum visitors, provides information about museum exhibits, events and offerings. Maintains knowledge of current exhibitions, the Museum and local history by utilizing appropriate resource materials. Answers questions pertaining to the Museum and exhibits. Refers inquiries to proper staff as needed or, in their absence, handles inquiries, referrals or problems as they arise. Provides assistance to groups or individuals with special needs (disabled, children, seniors, etc.). Answers telephones and takes messages or routes to appropriate staff.

2. Accurately maintains secure cash drawer; reconciling and closing out cash drawer daily. Processes admission, membership and special ticketed events transactions. Handles advanced transactions including partial and full refunds. Maintains change bank and makes change for other cash drawers.

3. Monitors and provides security of Museum buildings and contents. Tours gallery areas continuously to prevent theft and vandalism. Monitors objects in galleries. Identifies and responds to special security and custodial needs, including performing occasional custodial

tasks to ensure cleanliness and safety for facility users. Monitors closed circuit TV surveillance system.

4. Responds to security or emergency situations directly or by contacting appropriate staff, law enforcement or other emergency personnel as necessary. Responsible for building evacuation and notification of staff during an emergency.

5. Sells admissions and memberships to visitors; maintains knowledge of membership levels and benefits. Converts admission to discounted membership and other upselling of membership opportunities.

6. Maintains pamphlet/information files for distribution to the public. Provides printed informational materials and verbal information to visitors on city and county areas of interest, the Museum, membership, etc. Maintains information board and prepares signs for special events.

7. Provides clerical support to Museum staff including assisting with preparation of documents such as folding brochures, copying, collating and faxing, filing, photocopying, basic data entry and assisting with special projects.

8. Works under direction of management staff to accomplish miscellaneous tasks such as moving objects and furniture, as directed.

ADDITIONAL WORK PERFORMED:

1. Performs reception and security functions for evening meetings and special events.

2. Performs other related duties within the scope of the classification.

3. May assist in providing basic training and new hire orientation to other Regular Attendants and RNB Attendants

4. Lead duties may be assigned on a rotating basis.

5. May assist in the Museum Store or Family Interactive Gallery (FIG) by covering scheduled meal breaks.

6. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Ability to work as a team member and project a positive attitude.
- Ability to deal with the public and co-workers using courtesy, tact and good judgment.
- Ability to read, understand and retain written information pertaining to the Museum, local history and exhibits.
- Ability to gain knowledge of resource materials related to art and regional history and to utilize these resources effectively.
- Ability to work independently with minimal supervision.
- Working knowledge of and ability to clearly explain Museum policies and procedures.
- Ability to respond to security or emergency situations calmly and with good judgement.

- Ability and willingness to work a varied schedule including both mornings and afternoons, weekends and some evenings.
- Ability to do repetitive work quickly, accurately, and with close attention to detail in an atmosphere of frequent interruptions.
- Knowledge of basic math skills including ability to add, subtract, multiply and divide with accuracy.
- Basic computer skills including familiarity with Microsoft Office Suite.
- Ability to learn Point of Sale system to process transactions including handling of advanced transactions.
- Physical ability to operate a cash register, accurately and rapidly exchange money, and record transactions.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - sitting or standing for long periods of time;
  - visual acuity to read a computer screen and a typeset page;
  - fine finger dexterity to operate a cash register and computer keyboard and mouse, etc.;
  - occasionally lift up to 30 pounds.

WORKING ENVIRONMENT:

Works is primarily conducted indoors in a climate controlled and secured building. May be seated at a desk or moving about within the galleries.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High School Diploma OR General Equivalency Diploma (GED)
- Minimum one-year work experience involving extensive interaction with the public required.
- Experience as a cashier or related cash handling experience preferred.
- Experience performing security-related work preferred.
- Coursework in art, art history or local history desirable.

NECESSARY SPECIAL REQUIREMENTS

- Employment contingent upon passing a criminal convictions check, child and adult abuse records check and local background check. First Aid and CPR certification or ability to secure within six months of hire.
- Willingness and ability to work a varied schedule including weekends and evenings.

PREPARED BY: P. Leach
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A. Faria
A. Sullivan
5/17

REVIEWED BY: _____
Patricia Leach
Museum Director