



## MUSEUM DEPARTMENT JOB DESCRIPTION

### TOUR GUIDE

**EXEMPT:** No

**UNION:** No

#### **GENERAL STATEMENT OF JOB:**

Conducts tours of The Mining & Rollo Jamison Museums, including the underground Bevans Mine and three-acre museum campus, to a variety of visitors.

#### **EXAMPLES OF WORK PERFORMED:**

##### Section 1. Specific Activities

- 1.1 Gains working knowledge of Museum interpretative training materials.
- 1.2 Conducts tours of the museums and Bevans Mine, and verbally explains aspects of The Mining & Rollo Jamison Museums, its facilities, exhibits, and programs.
- 1.3 Serves as ambassador to the museum and responds to visitor questions and concerns based on museum training.
- 1.4 Helps operate museum store by preparing the space each day; offering customer service; booking reservations; recording attendance; selling tickets, gifts and memberships; restocking items; and assisting periodically with inventory.
- 1.5 Operates and handles all aspects of train amusement ride including daily safety check, taking and returning train from stored location, switching track, and driving train with guest passengers.
- 1.6 Performs and assigns housekeeping when needed and as directed to help keep museum spaces clean and welcoming.
- 1.7 Participates in volunteer workdays performing gardening, cleaning, and other tasks.



## Section 2. Peripheral Activities

- 2.1 Assists with event set-up or tear-down.
- 2.2 Assists with maintaining signage, guest book, marketing materials.
- 2.3 Performs other duties as requested or as needed.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Logical or scientific thinking to solve problems involving several abstract and concrete variables.

Arithmetic calculations involving fractions, decimals, and percentages.

Ability to communicate effectively, verbally or in writing, with customers for ticket sales, museum store and tours; general public for inquiries. Employee will be familiar with details of job to do it reasonably well within 2 weeks or less.

### **TOOLS AND EQUIPMENT USED:**

Square cash register, desktop and laptop computers, tablet, security system, telephone, intercom, train amusement ride, TV and VCR, vacuum cleaner, mop and bucket, broom, shovel, rake.

### **CONFIDENTIAL DATA:**

None.

### **ESSENTIAL PHYSICAL JOB REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employee constantly hears; talks; has contact with public; climbs stairs. Employee frequently stands; sits; walks; holds; uses the telephone and computer; drives train amusement ride. Employee frequently works underground in a mine with enclosed spaces and irregular natural surfaces and must wear personal protective equipment, and to follow and instruct others in safety guidelines.

Employee occasionally drives motor vehicles; reaches; grasps; works alone; stoops, kneels, crouches, or crawls; climbs ladders.

Employee must be able to frequently lift up to 10 pounds; occasionally lift over 25 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus.



### **ACCEPTABLE EXPERIENCE AND QUALIFICATIONS:**

The following elements serve to identify the required acceptable experience and qualifications:

1. Minimum education: High School Degree, or GED equivalent.
2. No related work experience needed.
3. Valid Wisconsin driver's license.

### **STATEMENT OF WORKING CONDITIONS:**

The City of Platteville is a drug-free workplace.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employee is exposed to dirt and dampness when working in the mine and doing museum cleaning.

### **POSITION ACCOUNTABILITY:**

**REPORTS TO:** This position reports to Museum Director. Daily work will be under the supervision of Museum Specialist-Operations.

**SUPERVISION EXERCISED:** None.

### **SELECTION GUIDELINES:**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by Common Council: 5/8/01

Revision History: 7/1/96; 12/31/10, 7/3/16, 3/26/19, 2/28/20