



**CITY OF PLATTEVILLE MUSEUM DEPARTMENT**  
**JOB DESCRIPTION**  
**MUSEUM OPERATIONS ASSISTANT**

**EXEMPT:** No

**UNION:** No

**GENERAL STATEMENT OF JOB:**

The Operations Assistant works with the Museum Specialist – Operations to oversee guest relations at The Mining & Rollo Jamison Museums. The position supervises guide staff and sees to the smooth running of the museum; conducts tours and programs.

**EXAMPLES OF WORK PERFORMED:**

Section 1. Specific Activities

- 1.1 Conducts tours of the museums and Bevans Mine, and verbally explains aspects of The Mining & Rollo Jamison Museums, its facilities, exhibits, and programs.
- 1.2 Conducts educational workshops and seasonal programs individually or with other staff members.
- 1.3 Operates and handles all aspects of train amusement ride including daily safety check, taking and returning train from stored location, and driving train with guest passengers.
- 1.4 Assists with training and supervising tour guides and train drivers.
- 1.5 Coordinates tours and programs and helps manage online bookings.
- 1.6 Helps manage 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.
- 1.7 Opens buildings. Locks up and alarms buildings at end of day.
- 1.8 Opens and closes register, balances drawer, performs nightly data entry, and prepares deposits.
- 1.9 Helps organize and maintain education collection and program materials.
- 1.10 Serves as ambassador to the museum and responds to visitor feedback.
- 1.11 Performs and assigns housekeeping when needed to help keep museum spaces clean and welcoming.
- 1.12 Participates in volunteer workdays performing gardening, cleaning, and other tasks.
- 1.13 Occasional work at night and on holidays is required.

## Section 2. Peripheral Activities

2.1 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.

### **CONFIDENTIAL DATA:**

Confidential data involves the security system.

### **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, and
2. Related work experience of 6 months to 1 year, or
3. Any equivalent combination of education and experience.
4. 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: Works under Museum Specialist - Operations.

SUPERVISION EXERCISED: Tour Guides and train drivers report to Museum Operations Assistant. Supervisor responsibilities include assigning work, reviewing work, coordinating activities, acting on employee problems.

**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, 1/16/20