

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, Mining Museum, Rollo Jamison Museum, and 3-acre museum campus to a variety of visitors.

EXAMPLES OF WORK PERFORMED:

Section 1. Specific Activities

- 1.1 Conducts tours, delivers interpretive narratives on concepts of natural history, cultural history, and science and industry relevant to our site and region. Verbally explains aspects of the Bevans Mine, Mining Museum, Rollo Jamison Museum, and three-acre museum campus.
- 1.2 Responds to questions from visitors.
- 1.3 Welcomes visitors to Museum, serves as ambassador to the Museum and Friends of the Mining and Rollo Jamison Museums. Explains the tour options, tour prices, membership options, and the things that visitors can do and see at the Museum.
- 1.4 Staffs Museum Store, operating POS system to ring in ticket and merchandise sales.
- 1.5 Assists with keeping the museum presentable to public as needed, performing light housekeeping duties such as sweeping, vacuuming, mopping, and glass cleaning.
- 1.6 Restocks Museum Store items.

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:

Solve practical problems, variety of variables with limited standardization; interpret instructions. Arithmetic calculations involving fractions, decimals, and percentages.

Skill in operation of listed tools and equipment.

Ability to communicate effectively, verbally or in writing, with customers for ticket sales 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 Register, iPad, TV and DVD player, laptop computer, printer/scanner/copier, broom, vacuum cleaner, mop and bucket, telephone and intercom.

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. 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: Works under Museum Specialist - Education.

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, 8/9/19