

Job Class Code: 0802	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 6

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to oversee the operations of the museum, visitor/attraction information center(s) and to recruit, train and supervise the visitor/attraction information center volunteers and staff. This class performs responsible clerical and semi-skilled work. Work is performed under general supervision.

TYPICAL TASKS
<ul style="list-style-type: none"> • Oversees the recruiting, training and supervising of all visitor center/museum volunteers and staff. • Maintains a well informed working knowledge of the assigned facility and its mission and services in the area to include: knowledge of the area’s highways, waterways, transportation systems, public and private attractions, recreational areas, historical attractions, accommodations and tourist attractions. • Supervises the cash handling procedures of gift shop(s), donations, sponsorships and daily/annual individual and group admission tickets. • Performs visitor services greeter duties to walk-in visitors and callers requesting information about the assigned facility, City and region. Assists patrons of assigned facility. • Ensures all inquiries from mail, walk-in, groups, trips and telephone receive prompt and courteous responses. • Compiles monthly report showing: the total number of visitors per day, the participants’ and/or visitors’ city/state of origin and reason for travel/visitation to the attraction. • Develops and maintains a quick referral visitor and facility information binder. • Ensures that the assigned facility and visitor center(s) is well maintained and stocked with brochures and other informational materials and disposes of out-dated materials. • Prepares reports as needed. Prepares presentations, takes photos, and manages displays and marketing materials. • Performs other related duties as assigned.

GENERAL STANDARDS	
Data Involvement	Gathering, organizing, analyzing, examining, or evaluating data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, scheduling, and promoting efficiency may enforce laws, rules, regulations, or ordinances.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Using mathematics involving the practical application of fractions, percentages, ratios and proportions.
Language Requirements	Reads regional information materials, journals, manuals, and professional publications as well as, regulations, and procedure manuals to solve practical problems, provide visitor information; composing routine reports and specialized reports, and forms.
Mental Requirements	Performs specialized technical work requiring a general understanding and knowledge of the assigned facility, region’s activities/events, historical significance, public and private attractions, hotel accommodations and tourist attractions.
Decisions/Supervisory Control	Responsible for the actions of others requiring development of procedures and constant decisions affecting volunteer and part time workers, customers and others in the general public, advises staff on difficult issues; works in a very fluid environment with guidelines but significant variation.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires high school diploma or GED and any combination of education and experience equivalent to satisfactory completion of one year of college education.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of one year of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and driving record in compliance with City Driving Standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or citywide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.