



City of Irving Job Description

Museum Guide

FLSA Status:	Non-Exempt	Job Department:	Arts and Culture
Job Code:	03495	Reports To (Job Title):	Museum Operations Supervisor

PURPOSE

The museum guide ensures excellence in customer service for museum visitors. The museum guide is committed to giving every visitor an exceptional experience at the Irving Archives and Museum (IAM). As the public face of the museum's operation, the museum guide works primarily at the museum store desk, which serves as a ticket purchasing and check-in point, an information booth, and a cash register for store purchases. The museum guide will also give tours of exhibits at IAM and the museum's satellite locations, Ruth Paine House, Jackie Townsell Bear Creek Heritage Center, and the Mustangs of Las Colinas at Williams Square.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Greet and interact with museum visitors and groups, which includes processing admission fees, providing information about the museum, exhibits, programs, satellite locations, etc.
- Provide outstanding customer service to visitors, while adhering to all policies and procedures.
- Process merchandise transactions in the museum store.
- Help manage museum store product inventory.
- Answer telephone calls, and provide information about museums, directions, programs, events, hours of operation, etc.
- Assist with school tours and programs.
- Provide tours of permanent exhibition, temporary exhibitions, and satellite museum locations.
- Assist as a facilitator in the Spark!Lab.
- Help maintain physical appearance of museum by keeping areas clean and organized, and reporting any custodial needs to the appropriate personnel.
- Maintain availability to work weekdays, evenings, weekend, and occasional holiday as required.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- *As assigned*, assist with inventory taking of merchandise and processing of reorders.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for daily cash drawer at museum store, up to \$500.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School Diploma or Equivalent.

EXPERIENCE

- One (1) year of customer service experience.
- Experience providing customer service in a second language would be *beneficial*.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Basic Inventory and Merchandise Control: Practical methods for acquiring additional supply of desired goods and reporting and/or arranging current stock.
- Sales and Marketing: Principles and methods involved in showing, promoting, and selling services and locations.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as retail and point of sales systems. A familiarity with Tyler Cashiering is *preferred*.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Service Orientation: Actively looking for ways to help people
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Written & Oral Expression:** Communicating information and ideas in writing, as well as through speech, so others will understand.
- **Sequencing:** Correctly following a given rule or set of rules to arrange things or actions.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal.
- **Oral Comprehension:** Listening to and understanding information and ideas presented through spoken words and sentences.
- **Reading Comprehension:** Reading and interpreting documents.
- **Interactive Presentation:** Effectively presenting information to groups and responding to questions.
- **Narrative Framing:** Interpreting historical information and presenting it to the public in a meaningful way.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

This position regularly interacts with museum and arts center staff, as well as, other departments (library, CIP/Building Services), such as when communicating building service needs to appropriate staff. Further, it will interact with senior management and council during museum visits/tours.

Externally, the position is the first face the museum visitor/citizen will encounter upon entering the museum, and providing top level customer service to visitors is a must.

EQUIPMENT AND PROPERTY

This position regularly utilizes a cash register system, computer, telephone, and lighting system.

PHYSICAL DEMANDS

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.*

The employee constantly is required to balance, carry, grasp, lift up to 10 pounds, kneel, listen, see, sit, stand (for lengthy stretches of time), talk, and/or walk. Frequently, s/he is required to climb, drive a vehicle, lift up to 25 pounds, pull or push, reach, and/or stoop. Rarely, s/he is required to crawl, lift up to 50 pounds, and/or run.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Constantly, the employee may encounter stress through dealing with guests. Rarely, s/he is exposed to a dirty environment, improper illumination, moving mechanical parts, air contamination, and/or a confining work space. The noise level in the work environment usually is usually low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.