

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Museum Guide

Class Code: 30710

Pay Grade: GB

A. Purpose:

Provides information and assistance to museum visitors, conducts individual and group tours, maintains security of museum exhibits, and assists in museum operations to educate the general public and promote a positive image and use of the museum.

B. Distinguishing Feature:

Museum Guides provide information to visitors, maintain security of exhibits, conduct tours, collect admission fees, and keep records of visitor numbers.

Museum Technicians catalog and inventory acquisitions, conduct preservation activities, perform conservation techniques, and install museum exhibits.

Museum Curators design and oversee the production of exhibits, research and prepare collections, determine significance of collections and whether they should be added to the state's collection, and develop educational programs on South Dakota's heritage.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Greets, collects admission fees, and keeps an accurate count of visitors to document use of the museum.
 - a. Answers questions concerning exhibits.
 - b. Gives directions to display areas.
 - c. Counts money received during the day when the museum closes.
2. Conducts group and individual tours to provide educational information to museum visitors.
3. Monitors and maintains exhibits and museum security and appearance to ensure the safety and quality of the artifacts and prevent damage or theft to the museum.
 - a. Opens and closes the museum as scheduled.
 - b. Activates/deactivates security system at scheduled hours.
 - c. Cleans display case glass of the exhibits.
4. Works in the gift shop to ensure accurate records and an adequate stock of supplies and patrons are served.
 - a. Assists customers.
 - b. Writes and records sales receipts.
 - c. Opens and closes the gift shop as scheduled.
5. Performs other work as assigned.

D. Reporting Relationships:

Typically reports to a Museum Director and may receive work direction from a Museum Curator.

E. Challenges and Problems:

Challenges include maintaining adequate security of museum, providing information and assistance to visitors in a positive manner, keeping exhibits neat and clean, and accurately obtaining admission fees, and visitor count reports.

Problems include enforcing museum and security rules with uncooperative visitors who disturb exhibits or other patrons.

F. Decision-making Authority:

Decisions include prioritizing own work assignments and security enforcement.

Decisions referred include what reports are required, report schedules, and assigned work duties.

G. Contact with Others:

Daily contact with museum visitors and tour groups to provide information.

H. Working Conditions:

Works in a typical museum environment. May be required to stand and walk for extended periods of time when giving tours, working with exhibits, or in the gift shop.

I. Knowledge, Skills and Abilities:

Knowledge of:

- museum functions:
- basic record keeping.

Ability to:

- communicate information clearly and concisely;
- work well with the public;
- handle money;
- follow instructions.