

INTERPRETIVE SERVICES PROGRAM LEADER  
PART TIME, TEMPORARY

DEFINITION

To perform a variety of duties related to conducting, planning, coordinating and supervising interpretive programs at an assigned City museum or interpretive center.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Assist with planning, promoting, organizing, conducting and evaluating a variety of interpretive programs which may include exhibit tours, school programs, adult and youth programs and summer camps.

Staff customer desk of assigned facility; respond to customer inquiries about facility and city service; schedule and confirm tours, programs and workshops.

Collect fees for programs and services; conduct gift shop sales; reconcile cash drawer and receipts; record and deposit money.

Oversee the safe and proper operation of assigned facility; ensure facility rules and safety guidelines are followed; maintain order with disruptive patrons and exercise crowd control when warranted; refer escalated issues to assigned supervisor or proper authorities.

Complete written reports and records as required; organize and monitor equipment and gift shop inventory of assigned facility.

Supervise assigned temporary staff and/or volunteers; schedule, train and monitor staff relative to assigned duties.

Promote and enforce safety procedures, including proper use of equipment; render first aid and CPR, if certified, as required.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

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Basic knowledge of methods, techniques, principles and procedures used in the planning, operation and supervision of interpretive center and museum programs and facilities.

Principles and practices of employee training, supervision, and evaluation.

Practices and methods of public relations and customer service; techniques and principles of effective interpersonal communication.

Basic methodology of organizing groups, programs, and services in an educational setting.

Administrative procedures and practices including communications, decision making, and public information.

Principles and techniques of first aid and CPR.

Modern office equipment, methods, procedures, and computer hardware and software.

Report and exhibit writing techniques.

Ability to:

On a continuous basis, know and understand operations and observe safety rules; walk long distances; intermittently interpret policies and procedures, and explain operations and problem solve issues for the public and with staff.

Intermittently set up booths, hang banners, move tables, chairs and carry supplies; lift or carry weight of 45 pounds or less.

Plan, coordinate and conduct educational programs suited to the needs of the community.

Prepare required schedules and reports; maintain accurate and up-to-date records.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.

Supervise, train and evaluate assigned temporary staff and volunteers.

Learn to operate a computer and cash register as necessary to perform job duties.

Respond to emergency situations in a calm and effective manner; administer first aid and CPR, if certified.

Learn to identify problems regarding the facility and programs; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.

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Understand and carry out written and oral directions.

Communicate tactfully with customers.

Communicate effectively and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

#### Experience:

One year of paid or volunteer experience working as a docent/interpreter in a community interpretive/educational/museum or visitor center, OR

Twenty semester hours of college coursework in physical or biological sciences, cultural history, anthropology, interpretation, historical preservation, museum studies and management, or a related field.

#### Training:

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade, GED or higher level education.

### License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of CPR and First Aid certificates within six months of hire.

10-16-18

10-08-11 Interpretive Services Program Leader