

SENIOR INTERPRETIVE SERVICES SPECIALIST

DEFINITION

To plan, organize and coordinate technical and professional duties in support of assigned interpretive or educational facilities and programs within the City of Roseville; to troubleshoot operational issues and ensure the implementation of assigned programs; and to perform a variety of professional and technical tasks related to assigned responsibilities.

DISTINGUISHING CHARACTERISTICS

The Senior Interpretive Services Specialist is the advanced journey level in the Interpretive Services Specialist class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series and provide technical and functional supervision over professional and technical personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management staff.

May exercise direct supervision over assigned professional technical, and administrative support personnel.

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

Plan, prioritize, and review the work of personnel assigned to research, design and implement interpretive or educational programs that meet the goals and objectives of the City and needs of the community.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

Perform the most difficult and complex work related to the development and implementation of interpretive or educational facilities and programs.

Plan for and ensure the quality of interpretive programs and develop and coordinate new and existing interpretive tours, programs, classes, camps and events.

Plan, prioritize, hire, train, assign and monitor the work of temporary staff and volunteers involved

Senior Interpretive Services Specialist

- 3 -

in interpretive or educational facility activities.

Provide guidance on day-to-day program implementation including program direction, communications and marketing of such programs.

Participate in and oversee the development and implementation of the more complex projects, programs and/or special events ensuring project deliverables are met within budget and timeline.

Oversee the daily care and maintenance of Utility Exploration Center exhibits and media; work with and inspect the work of vendors and contractors for maintenance and repair activities.

Oversee the implementation of systems, policies and procedures for retail, program reservations, and customer service functions; oversee inventory and cash management.

Participate in budget preparation and administration for assigned projects.

Answer questions and provide information to the public; investigate complaints related to program areas of assignment and recommend corrective action as necessary to resolve complaints.

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:

Advanced principles and practices of interpretive and educational program development and service delivery.

Project management methodologies.

Principles and practices of interpretive and educational program development and delivery.

Principles and practices of organizing groups, programs and services in an education environment.

Program evaluation and analysis.

Educational needs of a wide variety of age groups and special populations.

Pertinent local, State and Federal laws, ordinances and rules.

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, and databases.

Principles and practices of safety management.

Ability to:

Plan, organize, and coordinate the implementation of interpretive and educational programs.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Effectively manage the more complex projects.

Effectively identify, develop and implement interpretive or educational programs that meet the goals of the City and needs of the community.

Review and modify programs accordingly.

Properly maintain exhibit materials.

Prepare a variety of reports and maintain accurate records and files.

Train staff and volunteers in work procedures and requirements.

Interpret and explain pertinent City and department policies and procedures.

Analyze problems, evaluate alternatives, and recommend or take effective course of action.

Promote and enforce safe work practices and ensure facility and equipment safety.

Work weekends and evening shifts as required.

Communicate clearly and concisely, both orally and in writing.

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

Senior Interpretive Services Specialist

- 5 -

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of an Interpretive Specialist II with the City of Roseville.

Training:

A Bachelor's degree from an accredited college or university, preferably in biological sciences, cultural history, anthropology, interpretation, historical preservation or a related field.

License or Certificate

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

08-21-18

08-19-17 Senior Interpretive Services Specialist