



**JOB DESCRIPTION**  
**Open until 3/31/08**

## **PART TIME MUSEUM SUPERVISOR**

### **POSITION DESCRIPTION**

The Part Time Museum Supervisor oversees all functions of the museum during operation hours while on duty. Of great importance is promoting and maintaining our high level of friendly, courteous and helpful service to visitors as well as monitoring volunteer and staff performance and assisting where necessary. Responsible for the oversight of safety and security of the museum during shift. This person will respond to visitor, volunteer and staff emergencies as well as complete incident reports. Customer service experience and good communication skills are necessary. The PT Museum Supervisor will supervise museum related activities. The position will require weekend days.

### **ESSENTIAL DUTIES**

- Responsible for opening and closing the facility, Saturdays and/or Sundays.
- Remain readily accessible to visitors at all times.
- Respond to visitor inquiries and complaints in a positive manner.
- Maintain high visitor/member service standards.
- Greet and provide information to visitors.
- Assist visitors with special needs.
- Initiate action on visitor problems and follow through on such actions by checking back with visitor and appropriate staff.
- Make hourly tours of public areas of the museum and campus, inspecting each area according to the museum's standards accessing safety and presentableness.
- Work through staff and volunteers to correct any deficiencies noted in public areas that can be resolved during shift.
- Consult and coordinate with museum/campus security and/or local law enforcement agencies on matters pertaining to welfare of visitors, volunteers, staff or assets of the museum.
- Act according to the museum's emergency procedures and direct museum's staff, volunteers and visitors during emergency periods.
- Monitor museum volunteers and custodial staff.
- Alert the custodial staff of special needs/issues as they arise.
- Attend all staff meetings/trainings as required.
- Assist the education staff with weekend programs as needed.
- Communicate information about major museum activity and deficiencies to Executive Director.
- Assist in serving visitors at the front desk, clay station, theater, or store during peak periods as needed.
- May assist with museum fundraising events, facility rentals and other special events.
- Any and all duties as assigned or deemed necessary by the Executive Director.
- Participates in other duties as assigned.

### **JOB QUALIFICATIONS**

#### **Required**

- Graduation from high school or GED Certificate.
- Substantial previous customer service experience preferred.

**Preferred knowledge, skills, and/or abilities**

- Work with little supervision and exercise independent judgment based on museum policies and standards.
- Excellent customer service skills and manners.
- Friendly, professional personality and appearance.
- Must be highly organized and detail-oriented.
- Must be able to relate well to staff and volunteers.
- Ability to respond to critical situations and have physical ability to act swiftly in an emergency.
- Must be comfortable supervising staff.
- Excellent on-the-spot problem-solving ability.
- Demonstrated decision-making ability.
- Supervisory experience.
- Excellent oral and written communication skills.
- Ability to interact with a wide variety of creative individuals and the general public with tact and professionalism.
- Must be available to work weekend shifts and possible evening hours.

**LICENSE/CERTIFICATE**

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