



Job Title	Museum Customer Specialist	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	5	Job Code	17798

Class Specification – Museum Customer Specialist

Summary Statement:

The purpose of this position is to help visitors to have the best possible experience during their time at the Colorado Springs Pioneers Museum. Direct contact with museum visitors and volunteer, and also oversees the work of security contractors. Provide excellent customer service in orienting visitors to the site, ensuring museum safety and security protocols are followed, and supporting the museum’s wide variety of public engagement efforts. Provide assistance to visitors with ADA and other special needs, and proactively make suggestions about how visitors can best interact with exhibits and programs. Record visitation data and track it in a spreadsheet and assist volunteers in recording their hours using an online database. Respond to in-person and phone inquiries, and direct these questions to the appropriate staff. Provide support for after-hours programs and facility rental, which includes security services, set-up, and clean-up.

Essential Functions

Note: Regular attendance in the performance of this job is an essential function.

Time %
(All below must add to 100%)

Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.

55%

Provide excellent customer service to museum visitors, members, staff, and volunteers; provide visitor orientation and ensures accessibility to the site for those with special needs; maintain knowledge of museum exhibits and programs, and uses excellent communication skills to engage patrons on-site and by phone; ensure safety and security protocols are followed, and oversees the work of security contractors, including patrol officers and alarm companies.

45%

Provide light data entry and summary reports; implement work orders to ensure timely set-up and clean-up for meetings, rentals and facility use activities, including caterer and equipment deliveries; provide light facility maintenance work to ensure visitor comfort and safety; and may be required to respond to alarms and other call-out events.

Competencies Required:

Human Collaboration Skills: Work requires regular interaction involving exchange and receipt of information.



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Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time clerical or related support experience.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.



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Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Several Times per Month
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: November 2017