



**CITY OF HARLEM
JOB DESCRIPTION**

VISITOR SERVICES/ MUSEUM ASSISTANT

JOB TITLE: Visitor Services Assistant
DEPARTMENT: Community Development
SUPERVISOR: Museum/Visitor Center Director
PAY GRADE: CH-10
CATEGORY: Hourly, Part-time, Non-Exempt

JOB SUMMARY:

This position is responsible for performing a variety of administrative tasks in support of the daily operations at the Harlem Museum and Visitor Center.

CLASSIFICATION RESPONSIBILITIES:

A Visitor Services Assistant is responsible to ensure key and high-profile operations for all aspects of the visitor experience at the museum/visitor center; interacting with general public to provide information regarding the museum and City of Harlem. Part time duties may include maintaining related records; selling gift shop items; receiving inventory; setting up merchandise displays; responding to visitor's concerns in a manner that ensures a positive outcome for the visitor and the museum; entering data into a personal computer (PC) to produce correspondence, forms, monthly statistical reports, and other materials for publication or distribution; cleaning and maintaining work area; assisting in the provision of security on the museum floor and ensuring the safety of the general public; assisting with the setup, implementation, and cleanup of special events; and related duties as assigned.

MINIMUM QUALIFICATIONS:

Any combination of training, education, and experience equivalent to graduation from high school or GED. Some customer service or public contact work experience including cash handling and/or office clerical work including the ability to operate a PC and use word processing software.

ESSENTIAL FUNCTIONS:

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification. Communication: Communicates with museum visitors, volunteers, tour groups, children, other City employees, vendors, management, and the general public in order to convey specific information relating to the museum and Harlem.

Answers phones and communicates via email. Prepares and/or updates schedules in order to maintain volunteer and/or staff schedules.

KNOWLEDGE/SKILL/ABILITIES:

Must familiarize with Oliver Hardy history and movies. Understands businesses located in Harlem and Columbia County in order to assist tourists in finding locations. Knowledge of: English, grammar, spelling, and arithmetic; scheduling, registration, or specialized activities; and modern office practices, procedures, and equipment. Skill in operating standard office equipment including PCs, calculators, copiers, fax machines, etc. Must be able to do some light to moderate lifting.

Ability to type/key at speed necessary for adequate job performance; follow oral and written instructions, and established procedures; learn and correctly interpret and apply the policies and procedures of the museum; maintain complete and accurate records and files; perform assigned tasks effectively; receive monies and facilities; prepare bank deposits; deal tactfully and courteously with children and adults participating in museum activities; become knowledgeable about artwork, artifacts, artists, and exhibits; and work effectively with coworkers and the general public including children. The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

**The City of Harlem is an EO/AA/ADA Employer
and is committed to complying fully with the Americans with Disabilities Act and to
ensure equal opportunity for all qualified persons with disabilities.**