

Class Title: Visitor Services Assistant

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Manages employees and provides information and assistance to visitors of Nauticus. Assists visitors with special questions or problems, and answers telephone inquiries. Performs administrative and financial duties, and performs duties in the manager's absence.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Manages employees by interviewing applicants, making hiring recommendations, coordinating weekly schedules, scheduling training classes, providing guidance and development, and evaluating the quality of customer service provided.
2	S	Performs financial and administrative duties by reconciling accounts, verifying deposits, running reports, processing memberships, filling out purchase orders, composing correspondence, gathering data, maintaining mailing lists, developing promotional campaigns to increase membership, monitoring gift shop inventory, and displaying merchandise.
3	L	Provides assistance to clients by answering telephone inquiries, greeting visitors, giving directions, and resolving problems.
4	S	Performs duties in manager's absence by running daily reports and making deposits.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	One years' experience in customer service.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read scripts, instructions, signage, research books, and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write scripts, schedules, purchase orders, instructions, and correspondence.
Managerial	Managerial responsibilities include planning and directing activities.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments in the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers and sales representatives.

CSC Adopted: **October 2001**, CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Presentations, selling tickets, copy machine
Sitting	O	Desk work, computer, meetings, answering telephone, driving
Walking	F	Inside building, to/from meetings, to/from office equipment, greeting guests
Lifting	F	Props, equipment, boxes, office supplies, packages, mail, files
Carrying	F	Props, equipment, boxes, office supplies, packages, mail, files
Pushing/Pulling	F	Carts, nets, file cabinet drawers, chair
Reaching	F	Props, equipment, office supplies
Handling	F	Props, equipment, office supplies, packages, mail, files
Fine Dexterity	F	Computer keyboard, telephone keypad
Kneeling	R	Obtaining props from low areas, inventory
Crouching	R	Obtaining props from low areas, inventory
Crawling	N	
Bending	F	Picking up props, inventory, filing
Twisting	F	Loading/unloading props
Climbing	F	Stairs, ladder
Balancing	R	Stairs, ladder
Vision	C	Computer, desk work, setting up props, reading, greeting visitors
Hearing	C	Visitors, staff, supervisor, security company, telephone, presentations, meetings
Talking	F	Visitors, staff, supervisor, security company, telephone, presentations, meetings
Foot Controls	F	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Van, carts, phones, copy machine, fax machine, typewriter, calculator, currency counter, microphones, communication radios, telephone, office supplies, TV, VCR, laser, computer, Standard Microsoft Windows and Office software, Internet, Vista32, Retail Pro, Results, ICVerify, SCADA, digital camera, laser or inkjet printer

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	W
Chemical Hazards	N	Extreme Temperatures	W
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	S
Communicable Diseases	S	Darkness or Poor Lighting	N
Physical Danger or Abuse	D		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Science Center, Admission, Museum

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)