

MUSEUM OFFICE TECHNICIAN

DEFINITION

Under general supervision, performs complex and technical sales, publicity and other office administrative support work in a natural science museum; performs various duties in support of museum administration, communications, marketing/publicity, customer service, fund raising, finance, purchasing, and other areas; designs, creates, edits and publishes museum newsletters and related documents; researches, gathers, prepares and maintains exhibit information; assists with special group classes, tours and fundraising activities; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a technical level class in the Museum Support Series within the Yosemite Community College District (YCCD). Incumbents perform technical duties in support of museum administrative functions. Incumbents utilize technical knowledge of sales, customer service, marketing/publicity and related areas to make decisions and complete assignments.

This class may be distinguished from the class of Museum Exhibit Technician because incumbents in the latter class perform technical duties that emphasize hands-on care and maintenance of museum animals, plants and exhibits rather than administrative support. It can also be distinguished from the higher-level class of Museum Specialist because incumbents in that class typically lead, coordinate and perform advanced technical administrative duties involving program education, outreach, planning and development.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class work under the general supervision of a manager, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time and/or part time employees on a project or assignment basis.

ESSENTIAL DUTIES

- Coordinates and performs technical level sales, marketing/publicity, administrative and other support work pertaining to museum operations; coordinates various administrative activities related to program registration, admissions, membership processing, phone communications, resource loans, special projects and customer service.
- Coordinates the day-to-day operations of the museum store; prepares merchandise displays; answers customer questions and responds to/resolves complaints; monitors the work of part-time and student helpers; ensures that the store is maintained in an orderly and attractive manner.
- Researches and locates merchandise to be sold in the store; initiates purchasing documents; receives and verifies merchandise orders; processes vendor invoices for payment; calculates accounts receivables and invoices credit customers; maintains records of cash flow; monitors the store budget; calculates and prepares deposits; maintains store inventory; prepares sales reports.
- Enters, maintains, tracks, evaluates and presents complex data maintained in manual and/or automated systems.

- Designs and creates graphical documents for museum purposes; prepares posters, brochures, flyers, forms and related materials using computerized desktop publishing and other software; edits and publishes newsletters and informational documents; prepares fundraising event items such as invitations, programs, and tickets.
- Performs technical research on temporary and short-term exhibits; designs and prepares exhibit descriptions and interpretive materials; helps develop and create interactive displays; assists with the maintenance and improvement of permanent displays.
- Assists in planning and coordinating visitor programs and fundraising events; advises groups regarding proper procedures and administrative requirements; helps with publicity, correspondence and other preparatory activities; participates in outreach programs and activities.
- Writes press releases to area media regarding museum activities/events; may update website information.
- Works with other staff to help plan and organizing special classes, field trips and special museum events; may serve as a trip host and/or driver.
- Prepares correspondence and other documents from oral directions, rough drafts, or handwritten notes, including various records, teaching materials, reports, memoranda, tables, and lists; independently responds to various inquiries and correspondence; receives visitors and callers; attends meetings and takes/prepares minutes; may participate on committees and/or task forces; maintains calendars and schedules; coordinates travel and other special arrangements.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and Experience:

- Education: Possession of an associate's degree from an accredited college or university, with major course work in business administration, marketing, public relations or a closely related field.
- Experience: Two years of sales, marketing, and/or office administrative experience that included customer service, buying, and merchandising as well as the use of computer-assisted data management systems.

Special Requirements:

- May be required to demonstrate proficiency with computer word processing, spreadsheet and/or desktop publications software.

Knowledge of:

- Methods and techniques of purchasing goods, supplies, and materials for a museum operation.
- Consumer marketing trends and sources of commodities, supplies and educational items.

- Organization and coordination techniques utilized in museum buying and sales functions.
- Basic science curriculum applicable for school age students.

Ability to:

- Interpret and apply policies pertaining to museum buying, marketing and sales functions.
- Design and create graphical documents for museum purposes using graphical computer software.
- Make arithmetical calculations with speed and accuracy.
- Establish and maintain a variety of records and files utilizing a computer as well as standard business software.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted during the course of work.

Licenses and Certificates:

- Depending upon assignment, a valid license to drive in California may be required.

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds; occasional lifting of items up to 25 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including substantial public contact; frequent deadlines and time-limited assignments.

Class Adopted: 3/1/09

Class Amended: 7/1/2023