



POSITION VACANCY NOTICE

CITY OF KETCHIKAN

DATE: January 18, 2022

SPECIFICS

TITLE: PROGRAM ASSISTANT			
DEPARTMENT:	Museum	DIVISION:	Operating (Programs)
STATUS:	Regular	DAYS:	Days & Work Hours Vary
	Part-Time	HOURS:	30 Hours/Week
GRADE /STEP:	340 A – E DOQ	DUTIES:	See attached job description
HOURLY/SALARY:	\$18.01 - \$19.11 Hr. DOQ	UNION STATUS:	YES
SPECIAL REQUIREMENTS:			
One year of clerical and administrative experience involving a high level of public contact.			

ADVERTISING REQUIREMENTS

Position is Open Until Filled	
APPLICATIONS MUST BE RECEIVED BY CLOSING DATE	
WHERE: Local Only <input type="checkbox"/> Statewide <input type="checkbox"/> Pacific NW <input type="checkbox"/> National <input type="checkbox"/>	
PUBLICATIONS: City of Ketchikan web site; Ketchikan Daily News; Local Job Service	

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES AT (907) 228-5631 OR ON-LINE AT <http://www.ktn-ak.us/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

MUSEUM PROGRAM ASSISTANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of clerical and routine technical and administrative duties in support of the Museum Department's programs at both the Totem Heritage Center and Tongass Historical Museum; performs a variety of customer service duties; and maintains a variety of files and records.

The Museum Department collects, researches, preserves, exhibits and interprets Ketchikan area historical, archival and ethnographic materials. The Museum Program Assistant monitors and assists in the coordination of public programs and performs related tasks in furtherance of educational goals of the Programs Division. The Museum Program Assistant performs these duties in a manner that reflects positively on the City and the Department, and is responsible for maintaining a level of professional expertise and image that promotes efficient use of the resources available to the Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a variety of clerical and routine technical and administrative duties in support of the Museum Department.
2. Monitors museum programs and assists museum staff and instructors in program implementation.
3. Registers students for classes; records, files, and circulates student grades, instructor evaluations, and related class documentation.
4. Maintains a variety of information related to classes within the Museum Department including classes students have taken and records of attendance.
5. Performs a variety of money transactions duties including collecting admissions and program fees, craft supply sales and ordering; prepares receipts and bank deposits.
6. Communicates with instructors to obtain information on materials, equipment and facilities required for classes; notifies students of materials and supplies required for classes.
7. Prepares classroom and demonstration areas; performs routine maintenance and clean up of museum facilities and grounds.
8. Performs a variety of other general clerical and administrative duties for the Museum Department; collects information and inputs into computer system; prepares letters to be sent to students for classes; delivers posters to local vendors/businesses; assists in the preparation of newsletter and postcard mailings.

9. Maintains a variety of records related to area of assignment including inventory, class registration and receipts, student/instructor records, and evaluation and museum admissions.
10. Provides oral and written interpretation of museum collections to include tours, educational programs, and assistance to patrons researching the collections.
11. Ensures safety, condition and security of museum equipment and tools.
12. Maintains building security in absence of supervisor.
13. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Methods and techniques of public relations.
Office procedures, methods, and equipment including computers and applicable software applications.
Principles and procedures of record keeping and filing.
Basic mathematical principles.
English usage, spelling, grammar, and punctuation.
Interpersonal skills using tact, patience and courtesy.
Local and regional culture and history.

Ability to:

Work independently in the absence of supervision.
Operate office equipment including computers and supporting word processing, spreadsheet, desktop publishing, and database applications.
Perform varied clerical and administrative support duties and tasks.
Provide good customer service.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public.
Perform routine mathematical calculations.
Guide large groups through exhibit areas.
Establish and maintain a variety of files and records.
Work as a team member.
Plan and organize work to meet changing priorities and deadlines.
Understand and carry out oral and written directions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of clerical and administrative experience involving a high level of public contact.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a museum environment; extensive public contact. Incumbents are required to work weekends, evenings and holidays as necessary. Frequent opportunity and requirement to interact with visitors, program leaders, instructors, students and the general public.

Physical: Primary functions require sufficient physical ability and mobility to work in a museum setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 3-40
Union: Yes/GGU
FLSA: Non-Exempt
Date Approved: April 1, 1990
Date Amended: November 1, 2004
Date Amended: June, 2007 (*Johnson & Associates*)
Date Amended: July, 2014
Date Reviewed: August 2019

Human Resources Manager Approval

City Manager Approval