

INTERPRETIVE SERVICES PROGRAM ASSISTANT

SALARY: \$15.05 to \$18.29 hourly

FINAL FILING DATE: This position is open until filled. **PERS retired annuitants are not eligible to apply.**

IT IS MANDATORY THAT YOU COMPLETE THE SUPPLEMENTAL QUESTIONNAIRE. YOUR APPLICATION WILL BE REJECTED IF YOU DO NOT PROVIDE ALL NECESSARY INFORMATION.

THE POSITION

The Human Resources Department is accepting applications for the temporary and part-time position of Interpretive Services Program Assistant in the Parks Recreation, & Libraries Department. PERS retired annuitants or current PERS members are not eligible to apply. This is a year-around position and is limited to 25 hours per week for a maximum of 1,000 hours per fiscal year. The normal work schedule will vary and will include evening and weekends.

The City of Roseville promotes a no smoking atmosphere.

THE CITY

The City of Roseville (COR) incorporates the following CORE Competencies as part of the City's culture:

- Focus on people: Develop and deliver service-oriented solutions that meet or exceed expectations.
- Build trust: Ensure honesty and integrity to gain confidence and support of others.
- Ensure accountability: Take responsibility for the outcomes of one's own work and foster a sense of ownership in others.
- Communicate effectively: Deliver clear, concise messages and actively listen to ideas and questions.
- Collaborate inclusively: Build effective working partnerships, alliances, and teams.
- Make quality decisions: Make sound, timely decisions and recommendations.
- Be adaptable/agile: Change approach or methods to best fit the situation and effectively balance competing priorities.

THE DEPARTMENT

The City of Roseville Parks, Recreation & Libraries Department incorporates our culture into our everyday interactions with our co-workers and our community.

- Take Pride - We're proud of the services that we provide to our residents.
- Be Creative - We encourage an environment that allows for passion and innovation.
- Always Improving - We embrace change by fostering opportunities to learn, adapt and grow.
- Work As a Team - Teamwork makes us stronger, more efficient and adds value to our department.
- Make it Fun - We celebrate our co-workers, achievements and successes.

DEFINITION

To perform a variety of duties related to conducting, planning, and coordinating interpretive programs at an assigned City museum or interpretive center.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Staff customer service desk of assigned facility; respond to customer inquiries about facility and city service; schedule and confirm tours, programs and workshops.
- Conduct a variety of interpretive programs including, but not limited to, exhibit tours, school programs, adult and youth programs, and summer camps.

- Collect fees for programs and services; conduct gift shop sales; reconcile cash drawer and receipts; record and deposit money.
- Assist in planning, promoting, organizing, leading and evaluating a variety of programs and activities.
- Perform inventory, stock rotation and verification of accuracy regarding vendor deliveries.
- Inspect assigned recreation facilities and/or equipment and recommend any necessary repair or maintenance work and supply needs.
- Receive and oversee the use of equipment and materials; care for and maintain equipment.
- Assist with supervision of assigned volunteers; monitor volunteers relative to assigned duties.
- Complete records and reports as required.
- Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Promote and enforce safety procedures; render first aid and CPR, if certified, as required.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Practices and methods of public relations and customer service; techniques and principles of effective interpersonal communication.
- Basic methodology of organizing groups, programs, and services in an educational setting.
- Basic knowledge of arithmetic including addition, subtraction, multiplication, and division.
- Principles and techniques of first aid and CPR.
- Modern office equipment, methods, procedures and computer hardware and software.

Ability to:

- On a continuous basis, know and understand operations and observe safety rules; walk long distances; intermittently interpret policies and procedures, and explain operations and problem solve issues for the public and with staff; participate with children in games and activities that involve bending, squatting, jumping, and reaching; lean, stoop, and bend to set up or break down equipment.
- Intermittently set up booths, hang banners, move tables, chairs and carry supplies; lift or carry weight of 45 pounds or less.
- Plan, coordinate and conduct educational programs suited to the needs of the community.
- Make accurate mathematical computations.
- Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.
- Communicate effectively and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond to emergency situations in a calm and effective manner; administer first aid and CPR, if certified.
- Identify problems regarding the facility and programs; refer difficult problems/irregularities for more advanced attention and recommend possible solutions.
- Maintain accurate and up-to-date records.
- Learn to operate a computer and cash register as necessary to perform job duties.
- Understand and carry out written and oral directions.
- Communicate tactfully with customers.
- Work outdoors in a variety of weather conditions.

Experience and Training

Experience:

- One (1) season paid or volunteer experience working as a docent/interpreter in a community interpretive/educational/museum or visitor center or in a position providing customer service is desirable.

Training:

- Equivalent to the completion of the twelfth (12th) grade, GED, or higher level degree.

License or Certificate

- Possession of a valid California driver's license by date of appointment.
- Possession of a CPR and First Aid certificates within six (6) months of hire.

Note: Minors may have preclusions or restrictions in duties assigned and licenses required pursuant to 29 CFR § 570.

SUPPLEMENTAL QUESTIONNAIRE

1. This position focuses on customer service. Please describe, using examples, your experience in this area
2. This position will require leading education programs. Provide a few examples of when you gave a presentation, lead a program, or provided another type of educational experience. Who was the audience and how were you able to relate your subject matter to them?
3. Are you a current CalPERS member? A current CalPERS member is someone who has funds on deposit with CalPERS.
 - Yes
 - No

SELECTION PROCESS

Applications will be screened by the Human Resources Department for minimum qualifications. Qualifying applicants may be contacted by the Department to interview. Final appointment is contingent upon a check of past employment references, passing a City-paid fingerprint check and depending on position applied for a pre-employment medical exam and a drug and alcohol screening test.

THE CITY OF ROSEVILLE IS AN EQUAL OPPORTUNITY EMPLOYER. IF YOU REQUIRE AN ACCOMMODATION DUE TO A DISABILITY, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT LEAST 5 WORKING DAYS BEFORE A SCHEDULED INTERVIEW/EXAMINATION PROCESS. MEDICAL DISABILITY VERIFICATION MAY BE REQUIRED PRIOR TO ACCOMMODATION.