



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
HISTORIC SITE ASSISTANT
(HISTORICAL SERVICES)

PARKS, RECREATION AND TOURISM Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position provides a variety of support at one of the City's historic sites such as coverage of admissions, providing tours, and assisting with special events. Reports to Museum Curator.

ESSENTIAL JOB FUNCTIONS

Collects admissions fees from patrons and conducts gift shop operations. Presents and coordinates tours, programs and special educational activities with other staff members; may present costumed interpretations serving as "Living Historian" at various events.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; provides information on policies and procedures.

Performs administrative support work such as word processing, data entry or retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Historic Services – Basic knowledge of the period of history relevant to the site.
- Office Administration – Knowledge of office systems, practices, procedures and administration. Some knowledge of general office equipment and personal computers to include word processing and related software.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.
- **Computer Skills** – Utilizes a personal computer with word processing and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- **Communication** – Excellent ability to communicate complex ideas and proposals effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- **Mathematics** - Ability to perform basic arithmetic applications.

EDUCATION AND EXPERIENCE

Requires a high school diploma and one year of experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check.

PHYSICAL REQUIREMENTS

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, textures, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, temperature and weather extremes, hazardous materials, explosives, firearms, or rude/irate customers.