



STATE OF COLORADO

CLASS SERIES DESCRIPTION

September 1, 1993

MUSEUM GUIDE

G3E1TX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses one level in the Administrative Services and Related Occupational Group and describes guiding visitors through state historical facilities. Work includes scheduling and conducting tours of facilities and providing information to visitors and answering questions about the site.

CONCEPT OF CLASS

This class describes the fully-operational museum guide. Work includes scheduling and conducting tours; explaining historical information and site interpretations and answering questions from visitors; preparing the site for tours by deactivating alarms and unlocking doors, raising shades, vacuuming carpets, and dusting display cases; answering telephones and directing visitors; and, collecting admissions fees and keeping records of the number of visitors. Positions assure facility security by observing visitors, activating alarms, locking doors, and reporting theft or vandalism to security. Some positions are responsible for recruiting, training, scheduling, and evaluating the work of volunteers.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, within established tour procedures, positions determine how often to schedule tours based on the number of visitors. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, positions choose how much information to provide during a tour based on the general age and size of the group. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative.

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Positions use logic when deciding how to accommodate visitor tours when a scheduled guide is unavailable and apply appropriate alternatives such as shortened or partial tours. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard tour, public relations, and scheduling guidelines which cover work situations and alternatives. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. For example, positions in this class follow guidelines in preparing the site for tours, conducting tours, scheduling volunteers, and completing paperwork. Any alternatives to choose from are clearly right or wrong at each step. For example, if procedure is not followed when opening or closing the site, alarms may be triggered or the building may be open to vandalism.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. Positions explain factual information and provide interpretations of the site's history, artifacts, and collections to visitors. Positions may collect information and stories related to the site from visitors for use in future tour discussions.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

CLASS SERIES HISTORY

Effective Date 9/1/93 (LLB). Job Evaluation System Revision Project. Published as proposed 5/17/93. Revised 7/1/81. Change in grade and relationship.

Created 7/1/79. Museum Assistant A (A2028X) and Museum Assistant B (A2029X).

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SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Museum Guide	Defined	Prescribed	Exchange	Indiv. Contributor