

Job Description

Human Resource Use Only

Position Number: 10147

Contract Step/Grade: ~~L2~~-L1

Effective Date: 1/2014

Revision Date: ~~06.2023~~12.2025

POSITION IDENTIFICATION

Position Title: RWAM Visitor Service Clerk
Department: Rahr-West Art Museum
Status: Seasonal / Non-Exempt
Normal Workweek: Sat.-Sun. (10:45 a.m. – 4:15 p.m.), occasional weekdays/evenings

SUPERVISORY RELATIONSHIPS

Reports to: Rahr-West Art Museum Executive Director
Directly Supervises: No Supervisory responsibilities

POSITION PURPOSE

This position is responsible for supervision of the museum from a safety and security perspective, but also has extensive public contact. This position opens and closes the galleries to the public on a daily basis, patrols the galleries, mansion and classroom spaces during open hours to deter theft, vandalism and monitor public safety. This position is also the main museum contact person on the weekends. This person greets and directs visitors throughout the museum; tabulates the number of visitors who enter; answers the telephone offering information about the museum and programs; registers visitors for special events; monitors building usage by other organizations, and assists when possible with booking events on weekends, thus supplementing duties of the weekday staff. This position is also responsible for monitoring climate controls and recording temperature changes in the galleries and mansion. This person has a key to the building and an alarm access number for opening and closing the building. This position performs other duties as required. The Visitor Service Clerk position works under the general direction of the Rahr-West Art Museum Executive Director.

ESSENTIAL DUTIES

- Opens and closes the building.
- Is responsible for setting alarms, turning on/off lights, checking for object location and damage to a collection object.
- Patrols the exhibit areas, the mansion and classroom spaces during open hours for safety and prevention of vandalism or theft, enforcing museum policy for patron behavior.
- Greets and monitors visitor traffic, records attendance, and assists organizations who rent the facility.
- Assists visitors and telephone respondents with questions and information.
- Assists visitors with purchases.
- Handles problem or disruptive behavior in appropriate manner.
- Registers participants for special events, classes, programs and tours.
- Performs first response safety if necessary and contacts emergency personnel.
- Completes any necessary incident reports.
- Check for potential safety hazards while circulating the building.

- Checks for potential maintenance problems while circulating the building.
- Turns in a check sheet recording temperature and humidity, as well as a checklist of tasks for open/closing.
- Performs light maintenance during weekends as necessary.
- Reports to the reception desk staff or next security guard to continue information flow.

OTHER DUTIES

Perform other duties as assigned.

MINIMUM POSITION QUALIFICATIONS

Experience:	2-4 years' experience in security is preferred. Some prior experience in a museum or collecting institution is preferred.
Certifications/Licenses:	CPR Certification desired.
Other Requirements:	Must be at least 17 years old. Ability to communicate in both oral and written form for a variety of audiences, including with the general public is required. Ability to work with a flexible schedule that sometimes includes weekday and evening assignments.

KNOWLEDGE, SKILLS, & ABILITIES

This position must possess basic competency with Microsoft Office applications; the ability to follow security procedures and be able to enforce museum policies; must remain alert and be observant of public behavior; and the ability to prioritize and work independently with minimal supervision.

BACKGROUND CHECK

Condition of employment

PHYSICAL DEMANDS

The physical demands described 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 functions.

Manual Dexterity:	Work requires the ability to circulate actively and continuously through a four-story space. This position requires alertness, ability to observe public behavior, and quick response to emergency situations.
Physical Effort:	Work requires occasional set-up/take down of tables, chairs, etc. for public events.
Working Conditions:	The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail

the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.