

DUTY STATEMENT

CALIFORNIA AFRICAN AMERICAN MUSEUM

 Current
 Proposed

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Guide II	Museum Guide
NAME OF INCUMBENT:	POSITION NUMBER:
	317-211-8733-901
CBID/WWG/PROBATION:	UNIT NAME:
Exempt/ WWG 2/ No Probation	Programs
SUPERVISOR'S NAME:	SUPERVISOR'S CLASSIFICATION:
	Guide II (Supervisor)
SCHEDULE / SHIFT:	REVISION DATE:
	6/11/2024
Duties Based on: <input type="checkbox"/> FT <input type="checkbox"/> PT– Fraction _____ <input checked="" type="checkbox"/> INT <input checked="" type="checkbox"/> Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required <input type="checkbox"/> State Issued Uniform <input type="checkbox"/> Requires DMV Pull Notice <input checked="" type="checkbox"/> Medical Examination/Testing <input type="checkbox"/> EPA Section 608 Technician Certification <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check <input type="checkbox"/> Bilingual Fluency (<i>specify below in Description</i>) <input type="checkbox"/> Other (<i>specify below in Description</i>)	
Description of Position Requirements: (e.g., Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.) <i>Click to enter text</i>	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
General Statement: (Briefly describe the position's major functions)	
<p>Under supervision of the Guide II Supervisor, Guide II, Museum Guide, will be a part of a team that serves as the first point of contact for guests, ensuring that they have a pleasant, safe, and informative experience at the California African American Museum.</p>	

Name of Incumbent

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Percentage of Duties	Essential Functions
30%	<p>Customer Service Respond to inquiries in person and over the phone, providing accurate information about exhibitions, tours, donations, and other relevant topics. Adhere to visitor protocol for invited guests to the museum and visitors conducting meetings with CAAM staff. Conduct informative and interactive tours of exhibitions, engaging visitors in a knowledgeable and engaging manner. Provide relevant information about the artworks, artifacts, and themes explored in the exhibitions, fostering an enjoyable and educational experience for visitors. Ensure the overall safety of the participants by adhering to safety guidelines, implementing proper supervision, and creating a supportive and inclusive environment. Provide friendly and approachable customer service support at the information desk by welcoming visitors and helping in planning their museum visit. Greet visitors with a warm and helpful demeanor, provide directions and information about the programs and events, and ensure a smooth and enjoyable experience for attendees. Staff the welcome desk, serve as an usher and help with various duties during CAAM weekend and evening programs, as well as special events.</p>
30%	<p>Gallery Services Monitors assigned galleries throughout the day, ensuring adherence to museum rules and guidelines in a diplomatic and courteous manner. Conduct daily condition reports on exhibitions and galleries, documenting any issues such as (e.g. reporting non-working audio, dusty cases, crooked paintings, damage, et al.) to ensure the ongoing maintenance and preservation of the museum's collections, as well as to provide timely information for necessary repairs or interventions. Proactively promotes the security and preservation of art and artifacts on display while prioritizing the safety and well-being of visitors within the museum environment. Perform bag checks and enforce restrictions on prohibited items in accordance with museum policies. Perform the opening and closing procedures for galleries, including the activation and deactivation of audiovisual components as required. Perform the opening and closing procedures for the museum entrance at the start and end of each day. Assist in the setup and breakdown of workshops, ensuring that all necessary materials, equipment, and resources are prepared and organized. Maintain an accurate record of daily museum attendance, tracking the number of visitors throughout the day. Monitor the condition of the building and exhibitions throughout the day, diligently observing any issues that require immediate attention.</p>
20%	<p>Education & Public Programming Participate in the planning, research, and development of exhibition-specific tours, gallery activities, and family workshops, adhering to the guidelines provided by education supervisors to create an engaging and informative experience for visitors. Conduct hands-on art workshops for scheduled groups and weekend drop-in participants, facilitating their creative exploration and providing one-on-one assistance as needed. Contribute creative and innovative ideas for programming related to exhibitions and calendar events, aiming to enhance visitor engagement and provide enriching experiences. Assist in the training of student workers and participate in peer-to-peer training as requested.</p>
15%	<p>Administrative Task Maintain and organize the information desk and its supplies, including distributing maps and program guides to visitors. Use word processing software to document visitor attendance, feedback, and other relevant data.</p>
Percentage of Duties	Marginal Functions
5%	<p>The incumbent will perform other job-related duties as required to fulfill the department mission, goals, and objectives. Additional duties may include, but not be limited to: (a) assisting where needed within the program, which may include special assignments; (b) complying with general State and department administrative reporting requirements (i.e. completion of time sheets, project time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and (c) attendance at staff meetings and training.</p>

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4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Frequently - activity occurs 33% to 66%	Sitting: Occasionally - activity occurs < 33%
Walking: Frequently - activity occurs 33% to 66%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%

Other:

In all job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public with equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

Typical Work Environment:
 Private Office Cubicle Shop Assigned Area Other:

Telework Status:
 Office-Based - 0% telework
 Office-Centered 20 – 40% telework
 Remote-Centered 60 – 100% telework

NOTE: If eligible, an approved STD 200 Telework Agreement is required to be submitted to the Telework Coordinator and may require, as a prerequisite, full on-boarding and specific training.

5. SUPERVISION EXERCISED:
 (List total per each classification of staff)

None.

6. SIGNATURES

Employee's Acknowledgement:
 My signature below indicates that I have read and understand the duties listed above and certify that I possess the required skills, knowledge, experience, and personal characteristics; including integrity, initiative, dependability, good judgement, ability to work cooperatively with others, and the ability to perform the assigned duties as described above with or without reasonable accommodation*.

Employee's Name:

Employee's Signature: _____ Date: _____

Supervisor's Statement:
I have reviewed the duties and responsibilities of this position with the employee and have provided a copy of the Duty Statement to the employee.

Supervisor's Name:

Supervisor's Signature: _____ Date: _____

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7. HR USE ONLY		
HR Approval		
<input checked="" type="checkbox"/> Duties meet class specification and allocation guidelines. <input type="checkbox"/> Exceptional allocation, STD-625 on file.	HR Director Initials	Date Approved
	<i>JA</i>	6/17/2024
Reasonable Accommodation Unit use ONLY <i>(completed after appointment, if needed)</i> <i>*If Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit it to Reasonable Accommodation Coordinator.</i> List any Reasonable Accommodations made:		

Form Routing: After signatures are obtained, make 2 copies:

- Provide original to HR for employee's Official Personnel File (OPF)
- Copy to the employee.
- Copy to the supervisor's drop file.