

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                      | Gallery 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:               |
|                               | 3/28/2025                    |

**Duties Based on:** ☐ FT ☐ PT– Fraction \_\_\_\_\_ ☒ INT ☒ Temporary – \_\_\_\_\_ hours

### 2. REQUIREMENTS OF POSITION

**Check all that apply:**

- |  |  |
|--|--|
| <input type="checkbox"/> Conflict of Interest Filing (Form 700) Required | <input type="checkbox"/> EPA Section 608 Technician Certification                  |
| <input type="checkbox"/> State Issued Uniform                            | <input checked="" type="checkbox"/> Requires Fingerprinting & Background Check     |
| <input type="checkbox"/> Requires DMV Pull Notice                        | <input type="checkbox"/> Bilingual Fluency ( <i>specify below in Description</i> ) |
| <input checked="" type="checkbox"/> Medical Examination/Testing          | <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.) *Click to enter text*

See classification specifications.

### 3. DUTIES AND RESPONSIBILITIES OF POSITION

**General Statement:**

(Briefly describe the position's major functions)

Under supervision of the Guide II Supervisor, Guide II, Gallery Guide, will be a part of a team that serves as the first point of contact for guests, ensuring that they have a pleasant, engaging, and informative experience at the California African American Museum.

Name of Incumbent

Civil Service Classification

Position Number

Guide II

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| Percentage of Duties | Essential Functions  |
|----------------------|--|
| 30%                  | <b>Visitor Experience:</b> Serve as a primary point of contact for museum guests, creating a welcoming and informative environment that reflects CAAM's values of accessibility, inclusion, and cultural engagement. Rotate between the information desk, in-gallery presence, and office-based tasks during public hours, weekend programs, and special event days. Greet visitors with warmth, authenticity, and professionalism, offering directions, program guidance, and general orientation to support an engaging and accessible museum experience. Contribute to a supportive and inclusive museum atmosphere by engaging all visitors with respect, attentiveness, and cultural sensitivity. Engage visitors in dialogue by sharing contextual information about artworks, artists, and exhibition themes in ways that encourage and cultivate curiosity, inquiry, reflection, and personal connection. Respond to inquiries in person, by email, and over the phone, providing accurate and up-to-date information about exhibitions, public programs, tours, and other museum offerings.   |
| 30%                  | <b>Museum Education &amp; Public Programming:</b> Participate in the adaptation and preparation of exhibition content into guided and self-guided learning materials, tours, activities, and resources designed to enhance visitor engagement across a wide range of ages, abilities, backgrounds, and learning styles. Contribute ideas and interpretive strategies to support programming connected to exhibitions, calendar events, community initiatives, and partnerships, in collaboration with full-time staff across various museum departments. Facilitate interactive and informative exhibition tours for scheduled groups. Support the implementation of learning and engagement activities in various forms—including in-gallery activities, family workshops, and public programs—in accordance with the guidelines, interpretive strategies, and facilitation strategies developed or instituted by management staff. Collaborate with staff and fellow team members to co-facilitate such activities, as directed. Support workshop and program participants in creative exploration, offering one-on-one assistance as needed. Contribute to the setup and breakdown of public programs and workshops by preparing materials, equipment and arranging storable furnishings. |
| 20%                  | <b>Gallery Presence &amp; Museum Environment:</b> Maintain a welcoming, attentive presence in the museum's public spaces, supporting both the safety of the artworks and the quality of the visitor experience. Organize and maintain the information desk and other public-facing workspaces in a manner that reflects CAAM's brand and aesthetic, prioritizing a clean, tidy, and minimal presentation. Distribute visitor-facing materials, as directed. While stationed in galleries or at other public-facing posts, help ensure that visitors engage respectfully with exhibitions by reinforcing museum guidelines in a friendly and diplomatic manner. Observe and report issues related to exhibition components, gallery maintenance, and visitor behavior using the appropriate reporting systems; contribute to the overall upkeep of the museum environment by alerting relevant staff (e.g., security, facilities, or supervisors) as needed. Support opening and closing procedures for galleries and public areas, including activating, and deactivating audiovisual components when assigned. Track daily attendance using standard protocols and assist in the collection of visitor feedback through surveys and observational data-gathering methods.                   |
| 15%                  | <b>Administrative &amp; Operational:</b> Use designated programs and tools to document and report data including attendance records, visitor feedback, and observational notes in compliance with established departmental processes. Maintain CAAM email account, review team-wide communications from the department and management and respond to internal and external messages by the assigned deadlines. Check and update assigned tasks in designated communication and project management platforms, following established team protocols for communication, tagging, and completion tracking. Respond to scheduling emails from the management by the assigned deadlines. Assist with inventorying and organizing educational materials and art supplies in the designated storage areas, as requested.   |

Name of Incumbent

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| Percentage of Duties | Marginal Functions  |
|----------------------|---|
| 5%                   | 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. |

**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.

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## 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:

## 7. HR USE ONLY

### HR Approval

☒ Duties meet class specification and allocation guidelines.

☐ Exceptional allocation, STD-625 on file.

HR Director Initials

Date Approved

*JS*

4/9/2025

### Reasonable Accommodation Unit use ONLY *(completed after appointment, if needed)*

*\*If Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit it to Reasonable Accommodation Coordinator.*

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.