

JOB DESCRIPTION
Museum Experience Leader
REVISED 7/12/22

APPLY ONLINE: <https://www.governmentjobs.com/careers/lynchburg>

Closing Date & Time: ____, ____, ____, 11:59 PM Eastern Time

Salary: _____ Hourly (29 hours/week)

Job Type: Part-time – Non-Exempt

Location: 901 Court Street, Lynchburg, Virginia 24504

The Museum Experience Leader provides curatorial, interpretive, visitor services, and operational support for the Lynchburg Museum System (“LMS”), Lynchburg Museum Foundation (“Foundation”), and Office of Economic Development and Tourism (“OEDT”). The Museum Experience Leader works with other museum staff members and volunteers to ensure effective and efficient daily operation of the Lynchburg Museum at the Old Court House and Point of Honor.

The Museum Experience Leader is an employee of the City of Lynchburg (“City”) and reports directly to the Museum Director. This position helps to fulfill the missions and visions of the City, LMS, Foundation, and OEDT:

CITY OF LYNCHBURG

To deliver services to City residents, workers, and visitors in an efficient, effective, and equitable manner and to build a stronger community

LYNCHBURG MUSEUM SYSTEM

To collect, interpret, preserve, and share the history and culture of Lynchburg, Virginia, and the surrounding area

LYNCHBURG MUSEUM FOUNDATION

To conduct activities to support and assist the growth and development of the Lynchburg Museum System

OFFICE OF ECONOMIC
DEVELOPMENT & TOURISM

We believe that LYH is one of the best small cities in the country. Every resident and business has the opportunity to thrive in LYH.

ESSENTIAL DUTIES AND RESPONSIBILITIES

As a member of the City of Lynchburg's official public history office, the Museum Experience Leader ("MEL") helps to facilitate meaningful connections between the Lynchburg community and local history. The MEL designs and implements experiences for local visitors, tourists, and students that are both engaging and educational. As an employee of the Office of Economic Development & Tourism, the MEL helps to promote the Hill City as an attractive destination to both residents and tourists.

Candidates must be strong writers, have excellent verbal communication skills, and demonstrate a high level of proficiency with computers, digital media, and technology.

Artifact and Archival Collections

- Assist with curatorial tasks and collections maintenance, including computer inventory (collections management system) and digitization
- Conduct independent historical research using primary and secondary sources
- Write exhibit labels, blogs, articles, and reports as needed
- Assist with light cleaning duties

Interpretation and Education

- Create educational and interpretive content for audiences of all ages and backgrounds based on best practices
- Engage diverse audiences in a variety of formats and platforms, including new digital outreach initiatives
- Give guided tours to visitors, including school-aged children
- Develop interpretive programming for students based on Virginia SOL's
- Design experiential learning activities for diverse audiences

Visitor Services

- Provide exceptional customer service and display enthusiasm for Lynchburg's culture and assets
- Welcome visitors and communicate information enthusiastically, clearly, and effectively
- Track and enter visitor information through Google Forms
- Assist with special projects, including assembling information packets, fulfillment requests, and research

Daily Operations

- Open and close museum buildings, including operating security systems
- Greet and orient visitors as needed
- Compile visitor data and complete regular visitation reports
- Answer telephone and field voicemail inquiries
- Operate point-of-sale system for merchandise sales
- Assist with special events, off-site appearances, and facility rentals as needed

Additional Job Functions

- Participate in professional development opportunities and continuing education
- May be required to perform a variety of duties in support of high level organizational projects or as a back-up to other staff
- Other duties to provide direct or indirect service to the citizens may be assigned.
- When unusual situations occur and/or the City Manager declares a State of Emergency, all City employees may be required to accept special assignments and perform as needed to ensure appropriate service delivery.

Special Note: Regular work schedule includes some weekend and evening hours.

WORK HABITS, ATTITUDES, AND INTERPERSONAL SKILLS

- Comfortable discussing sensitive historical topics
- Work well individually with minimal supervision and as part of a team
- Respond with decorum in stressful situations (e.g., angry or upset visitors, last-minute schedule changes)
- Speak effectively and comfortably in public
- Demonstrate excellent communication skills within a team environment
- Focus on problem solving and conflict resolution
- Exhibit common courtesy, treat others with respect, and understand the effects of individual actions upon other
- Follow through, resolve, and seek feedback regarding questions, requests and/or complaints in a timely manner
- Demonstrate effective time management and prioritization of workload
- Use analysis and interpretation to make decisions requiring selection of best options among alternatives
- Show continuous effort to improve methods, procedures, and techniques and streamline or simplify operations
- Display original thinking, and develop creative and innovative approaches and ideas

- Learn new skills and translate prior experience into new skills
- Volunteer readily to help within team or department
- Work effectively with diverse individuals and groups

PERSONAL ATTRIBUTES

- Exceptional customer service skills
- Flexible and adaptable in fast-paced and dynamic work environment
- Highly motivated and takes initiative
- Well organized
- Resourceful in complex environments
- Considerate and respectful
- Collaborative
- Trustworthy
- Open to supervision and feedback

SUPERVISORY RESPONSIBILITIES

- This job has no supervisory responsibilities.

MINIMUM EDUCATION, EXPERIENCE & TECHNICAL SKILLS REQUIRED

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate's degree from accredited college or university; some experience in history, museum studies, or teaching/education; or equivalent combination of education and experience
- Intermediate Microsoft Windows 7/10 computer operating system skills
- Intermediate Microsoft Office software skills, particularly Excel, Word, and PowerPoint programs
- Intermediate proficiency with social media platforms Facebook, Twitter, Instagram, and YouTube

Additional Requirements

- Must successfully complete IS100 and IS700 National Incident Management (NIMS) training within 90 days of employment. May also be required to

complete higher levels of NIMS training as determined appropriate for the position.

- Must successfully complete criminal background check

PHYSICAL DEMANDS

The physical demands described here 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.

- Regularly required to use hands to finger, handle, or feel; to reach with hands and arms; and to talk and hear
- Occasionally required to stand, walk, climb, balance, stoop, kneel, crouch, and crawl
- Occasionally lift up to 50 pounds
- Specific vision abilities required by this job include close vision, and ability to adjust focus

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is normally performed in an office environment with low-to-moderate noise (depending on tour and program schedules)
- Some tours and programs are conducted outdoors
- Tours and programs often involve school-aged children (pre-school through 12th grade)
- Occasionally exposed to fumes or airborne particles

BENEFITS

- Paid time off (PTO): 40 hours each year, with no carry over from year to year. Hours are prorated upon hire based on hiring date (Jan. 1–Mar. 31: 40 hours, Apr. 1–Jun. 30: 30 hours, Jul. 1–Sep. 30: 20 hours, and Oct. 1–Dec. 31: 10 hours).

There are no medical, dental, vision, insurance, or retirement benefits for this position.