

## HISTORIC INTERPRETER I

Work in this class involves performing a varied range of duties in the areas of interpretation and visitor services, living history/skills demonstrations, artifacts management, and site support duties which may include assisting with clerical duties, operating a sales desk, or maintaining the site. Duties involve learning and explaining the history of the site, its historical period and the area and demonstrating historic skills. Tours are tailored to the needs of the group in terms of age or education level, time allotted, or areas of special interests. Artifact management involves checking the buildings and grounds periodically to ensure that artifacts are present and in good condition; employees clean and maintain the historic area and objects according to management training. Employees are supervised by site managers or assistant site managers and perform related duties as required.

### I. DIFFICULTY OF WORK:

Complexity - Interpretation and visitor services involve greeting the public and determining the interests and needs of the group, leading a tour giving information geared towards that audience, answering questions ranging from general tourist information to very specific inquiries about a particular artifact or person in the site's history, and researching information to answer specific questions. Employees incorporate new information into the tour.

Guidelines - Employees work from general direction. Visitor service standards and site history are written and are a determinant of acceptable service. Each site has a library which contains books, news clippings, or other media concerning information appropriate to the time or activities interpreted; employees are given mandatory reading. Employees use judgement and tact in dealing with visitors engaging in unsafe, destructive, or disruptive behavior. At times, the employee may be the only employee at the site and must ensure that daily operational issues are addressed and resolved in the absence of the site manager.

### II. RESPONSIBILITY:

Accountability - Employees represent the Department of Cultural Resources, the site, and the community to site visitors, school groups, historical societies, and other interest groups. The employees are the primary security for the site and are responsible for reporting theft and damage of artifacts or property, and injuries on the site.

Consequence of Action - Errors may involve giving students or other visitors erroneous data. Because employees encourage site visitors to look at other historical, educational, recreational, and commercial facilities in the area, poor performance of visitor services may adversely affect tourism. Careless or neglectful performance duties may result in visitor injuries or loss of irreplaceable artifacts.

Review - Work is evaluated by observation, visitor comments, and employee participation in operation activities and in site events.

### III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Employees are required to develop a full knowledge of the site, its history, the area, and the collection at that site. Employees explain and relate site rules, history, safety precautions, and information regarding the local area to groups of varying knowledge and interests.

Purpose - The purpose of the contact is to educate through entertainment. Visits to sites are considered to be a teaching tool for educators and interest groups.

IV. WORK ENVIRONMENT:

Nature of Work Conditions - Employees are exposed to inclement weather throughout the course of the year. Some work is performed in a climate controlled visitor center, although it requires some walking over fields and uneven ground. Employees may be exposed to dust and mold.

Nature and Potential of Personal Hazards - Employees are required to walk through old houses with narrow stairs and hallways and low ceilings and through fields; lighting is some sites is not good. Employees are exposed to insects and possibility of injury.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Some knowledge of state and national history. Some knowledge of archival practices. Ability to speak effectively with a wide variety of people. Ability to adapt historical tours to age, interest level, special interests, or time constraints. Ability to learn and apply site and state office practices. Ability to develop and maintain effective work relationships.

Minimum Training and Experience Requirement - Graduation from high school and two years of experience in giving museum tours; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.