

HISTORIC INTERPRETER II

Work in this class involves performing a wider range of duties in the areas of interpretation and visitor services, living history/skills demonstrations, artifacts management, and site support duties which may include performing clerical duties, operating a sales desk, or maintaining the site. At this level, employees perform additional tasks such as event planning, volunteer coordination, and/or research for events or projects.

Duties involve learning and explaining the history of the site, its historical period, and the area and demonstrating historic skills. Employees plan, research, and follow through events by documenting them for the Raleigh office. Employees often coordinate volunteer services for the site and assist with support group activities by providing office support. 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. The percentage of time spent performing general support tasks is expected to be somewhat less for II level positions than for I level. 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 determining the interests and needs of a group, conveying information geared towards that audience, answering questions ranging from general to very specific about an artifact or person in site history, and researching information to answer specific questions. Events planning/research involves identifying the event and its purpose, its likely audience and staffing needs, its funding, and its expected return; researching the process, event, or person to document the historical significance and to compile scripts as needed; and documenting the logistics and instructing volunteers and other staff regarding the agenda for the event which may last from half a day to several weeks.

Guidelines - Employees work from general direction. Visitor service standards and site history are written and are used to evaluate acceptable service. Each site library contains books, news clippings, or other media concerning the site or activities of the area and its time; employees have mandatory reading. Employees use judgement and tact in dealing with visitors engaging in unsafe, destructive, or disruptive behavior. Employees document the events planning process according to a general outline and send the report to the Raleigh office for evaluation; however, employees use judgement and make realistic projections of event viability.

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 responsible for reporting theft and damage of artifacts or property, and injuries on the site. At the II level, employees are expected to document various aspects of the site's history. At times, this employee must ensure that daily operational issues are addressed and resolved in the absence of the site manager.

Consequence of Action - Errors may involve giving students or other visitors erroneous data. Poor performance of visitor services may adversely affect tourism in the area. Careless or negligent performance of duties may result in visitor injuries or loss of irreplaceable artifacts. Impractical special events may cost the site money and community support.

Review - Work is evaluated by observation, visitor comments, and participation in operation activities and in site events. Research and events planning is reviewed by professional staff in the Raleigh office for viability, documentation technique, judgement, and historical accuracy.

III. INTERPERSONAL COMMUNICATIONS:

Subject Matter - Work requires a deep knowledge of the site, its history, the area, and the collection at that site. Employees explain and relate site rules, history, safety precautions, and other information regarding the local area to groups. In terms of event planning, employees must have knowledge of the community, the types of events the community has supported before, and the logistics required for the event.

Purpose - The purpose of contact is to educate through entertainment. Visits to the sites are considered to be a teaching tool for educators and interest groups. In terms of events planning and day to day operations, the employee encourages members of the community to provide goods and services, and to participate as visitors or volunteers.

IV. WORK ENVIRONMENTS:

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 also requires walking over fields and uneven ground. Employees may be exposed to dust and mold.

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

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of state and national history. General knowledge of site 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 write cohesive material based on documentation. Ability to establish and maintain effective work relationships.

Minimum Training and Experience Requirements - Graduation from high school and three years of experience in giving or developing 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.