

2KC4

MUSEUM SPECIALIST 4 (TOUR MANAGER)

Duties

Incumbent functions at the working level performing assigned duties in scheduling and guiding tours, serving as the primary gallery and programming specialist, enhancing visitor experience by engaging guests at the front desk and within the galleries, assisting with research, development, and maintenance of museum exhibits and interactive displays, and general museum duties.

Primary functions consist of museum public relations and communications, including: scheduling and guiding tours of the Indiana War Memorial and Colonel Eli Lilly Civil War Museums; interacting with veterans, educators, living historians, students, the media, and tour groups; engaging guests and answering visitor questions about the Indiana War Memorial Historic District properties and museums; and developing programming and writing promotional materials, press releases, and self-guided tour and educational packets.

Incumbent also assists with general museum duties, including research and writing of display materials pertaining to Indiana and American military history, maintenance of computer and audio-visual equipment, opening and closing museums, and staffing the front desk during operating hours.

Representative duties include:

- Schedules and guides tours of both museums, and supervises and trains museum volunteers and docents.
- Acts as primary liaison with educators, living historians, and veteran and school groups regarding tours and other programs.
- Enhances visitor experience by engaging guests at the front desk and within the galleries.
- Provides information to the public, identifies artifacts, answers questions and addresses visitor concerns.
- Represents the Indiana War Memorials at events such as Statehood Day at the Indiana Statehouse, Hoosier Heritage Day at the Indiana State Fair, and other events and meetings.
- Researches information about assigned exhibit subjects and/or artifacts to assure authenticity and that the manner of display and construction are interesting, educational, and professionally correct.
- Assists in researching and writing text for use in museum exhibits.

- Assists in development, configuration, and maintenance of interactive and/or audio-visual displays such as touchscreen kiosks.
- Assists with audio-visual and computer setup for events at IWM facilities.
- Assists in development of long and short-term plans for museum exhibits.
- Assists with other general museum duties, such as: maintenance, cleaning, and cataloging of artifacts; use of museum collections and veterans databases; development, installation, and maintenance of cases and other display materials; handling, mounting, lighting, and other aspects of artifact presentation and protection; obtaining artifacts and information from public and private sources.
- Makes recommendation for division objectives.
- Performs related work as assigned.

Job Requirements

- Knowledge and skills typically acquired through an undergraduate degree in history, museum studies, or related field, and/or work experience in a museum or educational environment, are preferred.
- Computer skills: Must be familiar with personal computers and a variety of software such as Microsoft Office (Word, Excel, Access, PowerPoint, etc.). Specific training will be provided as necessary, but applicant must possess basic computer literacy and the ability to learn related tasks as required.
- Ability to research assigned exhibit subjects such as the history of an artifact or specific conflict, using various written and electronic (internet) sources.
- Working knowledge of and interest in American military history and general Indiana history.
- Effective oral and written communication skills.
- Ability to work independently on research assignments and other projects.
- Ability to organize and prioritize multiple projects and assignments to meet deadlines.
- Experience in exhibit and/or interior design, planning, construction, painting, and/or carpentry are a plus.
- Experience with Adobe Creative Suite software (Photoshop, Illustrator, Dreamweaver, etc.) is a plus.

- Experience with museum database management software is a plus.

Difficulty of Work

Incumbent follows professional guidelines, such as American Association of Museums Standards, building codes, and general division objectives. Judgment is needed in performing assigned functions. Incumbent's work is restricted in scope by division objectives yet involves several variables, such as historical and cultural authenticity.

Responsibility

Incumbent works independently on assigned functions. Incumbent makes recommendations for division objectives and decisions on best method to obtain assigned objective. Unusual problems or deviations from objectives are discussed with museum director.

Personal Work Relationships

Cooperative work relationships to carry out policies and maintain coordination with persons in the same agency, other agencies, veterans, educators, living historians, tour groups, and the public.