



POSITION VACANCY NOTICE
CITY OF KETCHIKAN

SPECIFICS

February 24, 2026

TITLE: MUSEUM ATTENDANT			
DEPARTMENT:	MUSEUM	DIVISION:	Programs
STATUS:	Regular Part-time 30 hrs/week	HOURS/DAYS:	Hours/Day Vary May include weekends; no evenings.
GRADE / STEP:	336 / A-L DOQ	DUTIES:	See attached job description
HOURLY:	\$19.10 - \$22.53/Hr.	UNION STATUS:	YES
SPECIAL REQUIREMENTS:			
Performs reception tasks; answers a variety of questions. Experience involving a high level of public contact is desirable.			

ADVERTISING REQUIREMENTS

POSITION OPEN UNTIL FILLED	
WHERE: Local Only <input type="checkbox"/> Statewide <input type="checkbox"/> Pacific NW <input type="checkbox"/> National <input type="checkbox"/>	
PUBLICATIONS: Ketchikan Daily News; Job Service; City Website	

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES AT (907) 228-5631 OR ON-LINE AT
<https://www.ketchikan.gov/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

MUSEUM ATTENDANT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of duties in support of Museum Department operations including providing security, tours, and visitor information; monitors programs and visitors to Museum Department facilities; greets visitors and collects admission fees; answers a variety of questions; and stocks brochures as necessary.

The Museum Department provides efficient and effective services including collecting, researching, preserving, exhibiting, interpreting Ketchikan area historical, archival and ethnographic materials to the citizens of Ketchikan. The Museum Attendant assists in carrying out these departmental goals and must perform these duties in a manner that reflects positively on the city and the department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a variety of duties in support of department operations including providing security, tours, and visitor information; monitors museum programs and assists staff and instructors and assists Program and Collections division staff as needed.
2. Greets visitors and collects admission fees; tracks admissions; monitors visitors viewing exhibits; answers questions regarding exhibits and general information about the community; cautions persons not complying with museum regulations and ensures safety of visitors.
3. Assists in the creation of prepared tours about Ketchikan history, culture, and museum exhibits for visitors; and provides tours for a variety of audiences.
4. Responds to public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
5. Opens and closes facility at designated hours.
6. Sets up and puts away chairs, tables, and audio-visual equipment as needed; performs routine cleanup of public spaces and grounds.
7. Performs general clerical, program registration, and reception tasks; prepares and makes bank deposits; stocks brochures as necessary.
8. Cleans and dusts exhibit cases; examines exhibits and collection objects periodically and reports need for repair or replacement. Assists in maintaining the safety, condition, and security of the facility.
9. Prepares bulk mailings according to Postal Service regulations.

10. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Local and regional culture and history.
Methods and techniques of proper phone etiquette.
Methods and techniques of public relations.
Modern office practices, procedure and equipment.
Principles and procedures of record keeping and filing.
Basic mathematical principles.
English usage, spelling, grammar, and punctuation.
Interpersonal skills using tact, patience and courtesy.
Basic computer skills, Microsoft Office applications.

Ability to:

Perform varied office and clerical support duties and tasks.
Provide good customer service.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public.
Perform routine mathematical calculations.
Establish and maintain a variety of files and records.
Speak well to individuals and groups.
Work as a team member.
Work independently in the absence of supervision.
Understand and carry out oral and written directions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Course work in history, Native culture and visitor industry program desirable.

Experience:

Some clerical experience involving a high level of public contact is highly desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a museum/cultural center setting; extensive public contact. Incumbents may be required to work weekends and holidays.

Physical: Primary functions require sufficient physical ability and mobility to work in a museum setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office

equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 3-36

Union: Yes/GGU

FLSA: Non-Exempt

Date Approved: April 1, 1990

Date Amended: April 6, 1998

Date Amended: June, 2007 (*Johnson & Associates*)

Date Amended: September 2, 2015

Date Amended: August 2019

Human Resources Manager Approval

City Manager Approval