

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

## MUSEUM GUIDE

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### DEFINITION

Under general direction, conducts educational tours through the State Historical Building; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Conducts educational tours by escorting visitors through the building and explaining historical exhibits; organizes tours by considering special interests of visitors to emphasize coinciding historical subject areas; answers questions from tour group members relative to historical exhibits.

Prepares lectures on aspects of Iowa history by researching and reading source material; provides historical information in response to request from interested parties by locating and sending material.

Writes articles on new historical displays or exhibits for newspaper distribution.

Attempts to secure privately owned objects of historical significance by corresponding with owners.

Works on special projects of historical significance as directed by the Curator to expand the informational resources of the agency.

### COMPETENCIES REQUIRED

Knowledge of Iowa history; of sources of historical information.

Some knowledge of educational methods applicable to oral presentations of information.

Ability to acquire a knowledge of the activities and purpose of the State Historical Building; of the exhibits and displays and their historical significance.

Ability to write effectively and prepare accurate pamphlets and guidebooks; to express oneself clearly and concisely.

Ability to effectively speak with visitors of various backgrounds and ages, and to communicate information on various historical topics.

Ability to locate and utilize historical references material to acquire information for dissemination.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest and unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

**EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Minimum. Two (2) years of accredited college or university course work with a minimum of six semester hours in education, history, or earth sciences;

OR

two (2) years of full-time experience conducting educational tours through a museum or other historical building.

Effective Date: 2-18-83