

INTERPRETIVE SERVICES SPECIALIST I  
INTERPRETIVE SERVICES SPECIALIST II

DEFINITION

To perform technical and professional duties in support of assigned interpretive or educational facilities and programs within the City of Roseville; to work collaboratively with City departments to maintain, update, and design new programs to meet the goals of the City and needs of the community; and to coordinate and oversee volunteer programs.

DISTINGUISHING CHARACTERISTICS

Interpretive Services Specialist I – This is the entry level class in the Interpretive Services Specialist series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Interpretive Services Specialist II – This is the journey level class within the Interpretive Services Specialist series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Interpretive Services Specialist I

Receives general supervision from assigned management staff.

May exercise direct supervision over technical, administrative support and/or part-time personnel.

Interpretive Services Specialist II

Receives direction from assigned management staff.

May exercise direct supervision over technical-, administrative support and/or part-time personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Research, design and implement interpretive or educational programs that meet the goals and objectives of the City and needs of the community.

Establish and implement evaluation systems and track program statistics; modify programs as necessary based on results.

Work collaboratively with City departments and outside groups to update and create new programs; develop and maintain relationships and partnerships with the community, local educators and other community based organizations and groups.

Oversee the recruitment, training, retention and recognition of volunteers.

Design and create exhibits; participate in the development, presentation, storage, preservation and loan of exhibit materials and collection.

Participate in the planning and implementation of special events related to assignment.

Participate in the development and promotion of programs and services.

Answer questions and provide information to the public; investigate complaints related to program areas of assignment and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Interpretive Services Specialist I

Knowledge of:

Basic principles and practices of interpretive and educational program development and service delivery.

Educational needs of a wide variety of age groups and special populations.

Principles and practices of organizing groups, programs and services in an education environment.

Pertinent local, State and Federal laws, ordinances and rules.

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, and databases.

Principles and practices of safety management.

Ability to:

Learn to plan, organize, and coordinate a variety of interpretive and educational programs as assigned.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Train staff and volunteers in work procedures and requirements.

Interpret and explain pertinent City and department policies and procedures.

Analyze problems, evaluate alternatives, and recommend or take effective course of action.

Promote and enforce safe work practices and ensure facility and equipment safety.

Work weekends and evening shifts as required.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

No professional experience is required.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in biological sciences, cultural history, anthropology, interpretation, historical preservation or a related field.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license.

Interpretive Services Specialist II

In addition to the qualifications for the Interpretive Services Specialist I:

Knowledge of:

Principles and practices of interpretive and educational program development and delivery.

Principles and practices of organizing groups, programs and services in an education environment.

Program evaluation and analysis.

Ability to:

Effectively identify, develop and implement interpretive or educational programs that meet the goals of the City and needs of the community.

Review and modify programs accordingly.

Properly maintain exhibit materials.

Prepare a variety of reports and maintain accurate records and files.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience performing duties similar to that of an Interpretive Specialist I with the City of Roseville.

Interpretive Services Specialist I/II

- 5 -

Training:

Equivalent to a Bachelor's degree from an accredited college or university in biological sciences, cultural history, anthropology, interpretation, historical preservation or a related field.

License or Certificate

Possession of, or ability to obtain, a valid California driver's license.

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