

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED AUGUST 2023
RANGE: 35.0
CLASSIFIED
CODE: 4**

**GUEST SERVICES ASSISTANT
CALIFORNIA LIVING MUSEUM (CALM)**

DEFINITION

Under the direct supervision of the Guest Services Manager, perform retail, clerical, and guest services functions;

aid in all aspects of guest service needs including special events;

do other related work as required.

EXAMPLES OF DUTIES

Serve as the assistant to the Guest Services Manager;

aid in all aspects of zoo event(s) execution;

provide excellent customer service to zoo guests;

aid in the coordination of wildlife intake with Zoo Curator/Animal Care Team;

perform retail sales in gift shop, and maintain gift shop inventory;

handle cash and credit sales transactions, and balance cash register;

review and screen incoming and outgoing correspondence and communications routed to manager and other CALM staff;

serve as an administrative aide by receiving and responding to inquiries from either CALM visitors or from telephone contacts;

may prepare input data for a computerized record management, storage, and retrieval system, and utilize the output reports in the office operational functions for CALM;

maintain a variety of records and files, which may include budget, expenditure, income, payroll, and a variety of other related records and files;

assist with budget planning and expenditure control;

may assist in a variety of functions and tasks related to CALM, including preparing materials, selling products, ordering supplies and gift shop merchandise, coordinating tours and volunteers, and dealing with the public.

QUALIFICATIONS

Knowledge of:

Organization and coordination of functions;

modern office/retail methods and equipment, including automated record management and filing systems, receptionist and telephone techniques, cash registers and related retail equipment;

English usage, organization and planning skills.

Ability to:

Learn, interpret, and apply policies, rules, regulations, and operational procedures;

assume responsibility for routine administrative detail;

establish and maintain comprehensive accurate files and records, and prepare concise and complete reports as required;

demonstrate basic competency in computers consistent with the assignment;

handle cash and balance cash register;

understand and carry out oral and written directions;

establish and maintain cooperative working relationships;

walk on rough terrain;

lift 50 pounds on a regular basis;

see, hear, reach, bend, kneel, and run.

Experience:

One year of responsible clerical, retail marketing or public relations experience.

Education:

Equivalent to the completion of the twelfth grade, including or supplemented by coursework in typing, office management, or other related skill areas.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP:ac

8/1/2023

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