

Texas Historical Commission Job Vacancy Notice

Position Title:	Outreach Specialist
Classification Title:	Program Specialist II
Job Posting Number:	21-2100-17
Salary:	\$3,294.00 - \$3,544.00/Monthly
Salary Group/Class#:	B18/1571
FLSA:	Exempt
Opening Date:	12/10/2020
Closing Date:	Until filled
Duration:	Regular/Full-time
Hours/Week:	40
Work Location Address:	French Legation State Historic Site, 802 San Marcos Street, Austin, Texas 78702

JOB OBJECTIVE: Under the supervision of the Site Manager, this position performs moderately complex consultative services and technical assistance work for the French Legation State Historic Site of the Texas Historical Commission (THC). This position involves planning, developing, and implementing programs for institutions, other governmental agencies, community organizations, and the general public. Work involves planning, developing, and implementing outreach programs and events intended to promote the site's history, increase visitation, and encourage stakeholder participation. Work under general supervision, with limited latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES:

1. Coordinate and monitor programs and projects associated with outreach programming.
2. Create partnerships with organizations whose programs reach diverse audiences.
3. Provide support and collaborate in the planning, development, and implementation of programs.
4. Communicate with the public and organizations to encourage and promote interest in programs and projects and to partner with entities to coordinate awareness.
5. Perform project work, such as coordination of activities, monitoring or program outcomes, documenting and reporting progress.
6. Create and assist in maintaining and updating information on the site's website and social media.
7. Create and implement community surveys to obtain feedback on community programming needs.
8. Work to build strong and positive relationships with community collaborators for current and potential programming opportunities, including artists, teachers, performers, vendors, donors, and organizations.
9. Create and implement current community engagement programs and initiatives that strengthen the French Legations engagement and impact in the community.
10. Develop, oversee, and evaluate a range of public-facing programs that enable diverse audiences to engage in meaningful experiences with our site's history, collections, exhibitions, and institutional initiatives.
11. Assist with front counter duties including revenue handling, admission, ticketing, retail sales, phone calls, and visitor interactions.
12. Recruit and manage volunteer recruitment, training, and scheduling for the site.
13. Provide quality customer services for visitors, community service workers, friends members, and the general public; provide information via telephone and email; provide quality customer service in a courteous, efficient, and positive manner; continually inform and promote the site's and Texas Historical Commission's mission and programs.
14. Welcome visitors to the site and be familiar with the site's history, architecture, exhibits and area attractions and responds knowledgeably and succinctly to visitor's questions.
15. Assist with conducting and promoting on-and off-site events.
16. Open and close the site's facilities as required.

17. Assist with Friends of the THC events.
18. Assist the Educator/Interpreter with programming, including giving tours, on-site educational programming, special events, and light housekeeping duties.
19. Provide back-up telephone and administrative support to the office manager, as needed.
20. Adhere to established work schedule with regular attendance.
21. Follow all THC safety guidelines/procedures and ethics requirements.

NON-ESSENTIAL DUTIES:

22. Perform other duties as assigned.

QUALIFICATIONS/REQUIREMENTS: (The application must specifically state how each of the following qualifications are met):

- Graduation from an accredited four-year college or university with a degree in history, public history, museum studies or closely related field;
- Minimum one-year work experience in a museum historic site, or public facing cultural organization;
- Work experience in general clerical, cash handling, sales, inventory and reporting;
- Valid driver's license, acceptable driving record and ability to drive a state vehicle; and
- Required to travel up to 20 % of the work period.

PREFER:

- Experience working in an outreach capacity;
- Experience creating newsletters and marketing materials using Microsoft Publisher;
- Experience with social media; and
- Experience with educational programming.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of office practices and administrative procedures.
- Effective verbal and written communication, human relations and organizational skills.
- Skill in providing customer service excellence to both internal and external customers.
- Skill in identifying measures or indicators of program performance;
- Skill in operating a personal computer with word processing, database, and spreadsheet software;
- Skill in the use of custodial materials and chemicals, and the operation of custodial equipment;
- Ability to follow established security and safety guidelines and procedures for staff and visitors;
- Ability to collect fees, handle cash and credit card transactions accurately and account for revenues collected using QuickBooks;
- Ability to work in a setting requiring self-motivation/cooperative decision-making and to work effectively with diverse groups of people;
- Ability to work effectively under pressure and meet strict deadlines while maintaining extreme attention to detail;
- Ability to multi-task in a fast-paced environment;
- Ability to adapt successfully and quickly to change and deliver quality results in a timely manner;
- Ability to plan, organize and work independently;
- Ability to plan, communicate and work with team members.;
- Ability to exercise sound judgment and discretion; and
- Ability to maintain the highest level of confidentiality.

REGISTRATION, CERTIFICATION, OR LICENSURE:

Must have or obtain a valid Driver's License and Defensive Driving Course to be able to operate state vehicles.

ENVIRONMENT/PHYSICAL CONDITIONS: The workplace setting is a historic site, in an office and in outdoor settings where there is exposure to high temperatures, weather, dust, insects and pollution. This employee typically works irregular hours other than 8:00 a.m. to 5:00 p.m., with days off other than Saturdays, Sundays, or holidays. This position may involve walking;

standing; pulling and pushing; kneeling, stooping, and bending; safely lifting and carrying items weighing up to 30 pounds and climb a steep flight of stairs on a regular basis. Work includes walking on uneven pathways and unpaved surfaces.

REMARKS (Application procedures, Special requirements): State of Texas application must be submitted through the Work In Texas website at www.workintexas.com. You must have a Work In Texas profile in order to login and complete the application. If you have questions regarding the application process, please contact your local Work in Texas office. Only applicants interviewed will be notified of their selection or non-selection. Resumes will NOT be accepted in place of a completed application.

The Texas Historical Commission is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, genetic information, age or disability in recruitment, selection, appointment, training, promotion, retention or any other personnel action or deny any benefits or participation in programs or activities which it sponsors.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

As part of the employment process, THC will conduct a driving and criminal background check. Unsatisfactory information relevant to the position may disqualify the applicant from employment.

Disability access for testing and interview accommodations can be provided upon reasonable notice by contacting Human Resources at 512-305-6729.

THC participates in E-Verify and will provide the Social Security Administration and, if necessary, the Department of Homeland Security with information from each new employee's Form I-9 to confirm work authorization.

Additional Military Crosswalk information can be accessed at:

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_ProgramManagement.pdf

Veterans: Go to www.texasskillstowork.com for assistance with translating your military work experience and training courses into civilian job terms, qualifications/requirements and skill sets.

For New Hires/Rehires: Health insurance is available the 1st of the following month after a 60-day waiting period.

**AN EQUAL OPPORTUNITY
AFFIRMATIVE ACTION EMPLOYER**