

DESCRIPTION: This class is responsible for the operation and maintenance of tourism facilities operated by the State; performs related work as required.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is one of two classes in the tourism job family (Aide/Guide and Facility Operator). The Tourism Facility Operator class is in charge of a tourism facility while the Aide/Guide is not. The Facility Operator class will direct/train others in custodial and/or routine maintenance tasks, develop goals/objectives and budget proposals and organize promotional activities in conjunction with local community organizations. The Aide/Guide will perform simple custodial/maintenance tasks in addition to providing information to tourists.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, assigns, and directs the work of custodial staff to ensure work progress and quality.

Reviews and compares the amount and quality of work completed by custodial staff with established maintenance standards to assess employee production levels and to recommend appropriate personnel actions.

Trains custodial staff in work and safety practices and in the use and repair of maintenance service equipment, to maintain and improve employee production levels.

Inventories, orders, and issues supplies and equipment to maintain an adequate stock and control its distribution.

Confers with subordinate custodial staff to exchange information on work problems and to identify and explain solutions, work procedures, and policies.

Develops goals and objectives that will maximize the use of the facility by the public.

Develops a budget proposal and estimation of staffing needs needed to maintain and operate the facility.

Develops and organizes promotional activities in conjunction with local organization to publicize local attractions.

Sells retail items to customers patronizing the facility.

Balances the books and cash register receipts to determine daily sales.

S41350 – TOURISM FACILITY OPERATOR (continued)

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: methods of employee training; work performance standards; building and grounds maintenance supplies and equipment; cash register operation.

Skill in: organizing activities; operating audio/visual equipment.

Ability to: learn the history and culture of the area to which assigned; present information to individuals/groups; instruct staff in custodial and facility maintenance duties; communicate effectively; identify interior and exterior building maintenance needs; maintain accurate records; develop goals/objectives; work independently.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Coursework/Training or experience in customer assistance, public relations, event planning, sales, recreation, Nebraska history, supervision, or working directly with the public.

OR

Post high school coursework/training in social/behavioral science or business administration.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine overtime eligibility status as required by the Fair Labor Standards Act (FLSA).