

SENIOR VISITOR EXPERIENCE ASSOCIATE

DISTINGUISHING FEATURES OF THE CLASS: This is a seasonal position involving responsibility for the operation and promotion of an historical and recreational facility in the County. Must be available to work regularly from April through October, weekends are required. Work is performed under the general direction of the Director of Parks, Recreation & Beautification. Supervision is exercised over all seasonal employees designated to D&H Canal Interpretive Center. Does related work as required.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

When designated, assumes responsibility for complete operation of a facility;

Coordinates preparation of facility for season opening and supervises the end of season closing of facility;

Supervises seasonal employees and/or volunteers in the daily operation of programs and facility use;

Oversees general continuing Interpretive Center development and assists with developing interpretation and displays;

Conducts tours of the Interpretive Center and adjoining interpreted site;

Collects and deposits monies from admission fees and gift shop sales;

Maintain records of admissions, supplies purchased, repairs etc.:

Assists with the preparation of announcements, press releases, flyers and brochures for distribution to the public and media;

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Maintains order and prevents destruction (enforces rules and regulations);

Maintains cleanliness of Interpretive Center.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Working knowledge of office terminology and procedures; working knowledge of methods used in keeping financial accounts and records, ability to carry out oral and written directions; ability to prepare correspondence and reports; ability to plan and supervise the work of others; ability to secure the cooperation of others; ability to deal with the public; and good judgment.

MINIMUM QUALIFICATIONS: Either:

- 1) Possession of a Bachelor's degree from an accredited college or university, or
- 2) Completion of two (2) years of under graduate courses at an accredited college or university or a two (2) year degree from accredited college or university and two (2) years' experience as a manager or supervisor for a facility, organization or establishment that involves extensive contact with the public, or
- 3) Four (4) years experience as a manager or supervisor for a facility, organization or establishment that involves extensive contact with the public.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 04/04/2011

Jurisdictional Class: Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Placed in Classplan on 4/04/08/11

Revised & Replaced in Classplan on 3/15/16

Revised & Replaced in Classplan on 4/11/16

Revised and Replaced in Classplan: 3/24/2023

Revised and Replaced in Classplan: 5/16/2025 (Edu)