



**CLASSIFICATION SERIES:**

N/A

**BARGAINING UNIT:**

N/A – Externally Funded Intermittent

**Blueprint and Customer Service Specialist**

**SERIES PURPOSE:** The purpose of the Blueprint and Customer Service Specialist occupation is to describe and measure blueprints, provide assistance and information, and/or to process transactions for guests as well as respond to requests, inquiries, and/or complaints.

**CLASS CONCEPT:** The class works under general supervision and requires knowledge of the assigned area's operations in order to describe and measure blueprints and provide customer service to guests.

**JOB DUTIES:** Incumbents may perform some or all of these duties or other job-related duties as assigned.

Describes and measures blueprints; enters descriptions into spreadsheet.

Greets guests, collects fees, and provides guided tours according to the customer service manual.

Collects artifacts and/or testimonies from donors.

**OTHER FUNCTIONS AND RESPONSIBILITIES:** Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: office practices and procedures\*.

Skill in: written and verbal communication.

Ability to: read and understand blueprints; carries out a variety of instructions; work in a team environment on projects; answers routine inquiries; operate computer equipment and software programs.

(\* ) Developed after employment.

**MINIMUM QUALIFICATIONS:** Bachelor's degree; one year of experience in archives; demonstrated experience in the operation of computer equipment and software programs.

**PREFERRED QUALIFICATIONS:** Master's degree in History, American Studies, or a related field.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** None

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

**SEDENTARY:** work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

**UNUSUAL WORKING CONDITIONS:** Not applicable.