

Toledo Museum of Art

Job Description

JOB TITLE: Education Assistant - Class Registration, Resource Center, Studios

AREA OF EXPERTISE: Museum Classes

BRANCH: Interpretive Programs

SUMMARY:

Process class registration, verify membership status of students with Development, assist instructors & students, prepare classrooms for classes and monitor evening and summer classes. Assist in the Resource Center and Family Center as needed.

ESSENTIAL DUTIES

Essential duties include the following. Other duties may be assigned.

As a public benefit corporation, the Museum requires every staff member to act as a visitor advocate at all times. This includes acknowledging visitors and striving to make them feel welcome, comfortable, and eager to return.

- **Confirm student membership status for all registrations.**
- **Update and maintain student membership status in the School's registration software.**
- **Process class registrations, including phone-in, walk-in, and mail-in.**
- **Assist the senior registrar in maintaining student and class records.**
- **Maintain the TMA studio classrooms, including supply tracking and general cleanliness.**
- **Assist the instructors with supplies.**
- **Assist the RCE, Family Center, and other Museum programs with assigned projects as needed.**
- **Promote and sell memberships to nonmembers registering for classes.**
- **Other related duties as assigned.**

RELATIONSHIPS:

REPORTS TO: Manager of Museum Classes

WORKS CLOSELY WITH: TMA Classes, Resource Center, Family Center

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups, visitors or employees of organization. Requires excellent interpersonal skills, both in person and on the telephone.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

Type of Software	Product Currently in Use	Check if necessary skill can be acquired after hire.	Expertise		
			Basic	Moderate	Specialized
Database	Raiser's Edge, Student Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Spreadsheet	Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word Processing	Microsoft Word	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: General computer literacy preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

These physical activities/abilities are necessary in this position.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Weight that must be lifted or force exerted:

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 25 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vision Requirements

Close vision: clear vision at 20 inches or less

Ability to adjust focus ability to adjust the eye to bring an object into sharp focus

Must be able to read computer monitor, checks, & general paperwork

WORK ENVIRONMENT

Noise Level –The noise level when performing the duties of this position is generally Moderate (examples: business office with computers and printers, light traffic)

ADDITIONAL INFORMATION

Person must be able to work Monday through Friday early evenings, some weekends. Must be able to work daytime hours during summer classes and evening hours during the fall, winter and spring. Must be able to work alone and be self-directed.