

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: TRIPS & TOURS SPECIALIST II (P/T)  
PAY GRADE: C-7  
OVERTIME STATUS: NON-EXEMPT - UP TO 25 HOURS PER WEEK

MAJOR RESPONSIBILITY:

Plan and execute trips and tours for members and guests of the Appleton Museum of Art

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: High School diploma or equivalent required. Two years of college preferred.
2. Years of experience in field: Two years of experience providing support for or planning events and trips in a professional environment required. Related experience in a similar setting may be substituted. Individual must be flexible and available for day, evening and weekend trips.
3. Special skills or abilities related to position: Exceptional communication skills, working with staff, supervisors, visitors and members. Professional and courteous, service-oriented with the ability to plan trips to museums and related institutions both in the United States and abroad. Must foresee event and trip needs, including special attention to guests. Ensure museum policies and procedures are followed at all times. Knowledge of computers (Windows applications) is required. Knowledge of travel including booking of air tickets, hotel accommodations, coach and restaurant arrangements and ability to negotiate best possible prices. Exceptional interpersonal communication skills to work with all age groups, especially the needs of senior citizen and be able to manage 50 guests in all circumstances.

ESSENTIAL JOB FUNCTIONS:

1. Prepare research information and costs of potential trips and tours to museums, gardens and collections and provide information to potential guests.
2. Visit museums when necessary, to view and validate the exhibitions.
3. Study and research the artists and the genre of work in order to instruct and prepare guests.

ESSENTIAL JOB FUNCTIONS: (Continued)

4. Lead trips and travel with guests.
5. Develop a schedule of accompanying education programs (videos, DVD's, books, etc.) and preview materials for suitability.
6. Supervise volunteers and support staff.
7. Communicate with and attend to needs of guests during trips as needed.
8. Work directly with tour providers, museum hosts, transportation companies to arrange for and purchase tickets for trips and tours.
9. Keep track of all details of trips and tours and ensure that records are maintained.
10. Follow instructions and give instructions.
11. Work closely with volunteers, facility, security and custodial staff.
12. Draft and/or review copy for newsletter and other publications.
13. Collaborate with AMA Graphic Designer and Assistant Director on promotion design and marketing.
14. Assist with other events as needed.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Able to operate a computer
- Moderate (up to 20 pounds) lifting
- Walking
- Standing
- Sitting

ENVIRONMENTAL CONDITIONS

- Works in an indoor and outdoor environment

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Appleton Museum of Art

SUPERVISOR OF POSITION: Museum Educator