

### **DUTIES AND RESPONSIBILITIES**

The John Rains House Historic Site Manager shall perform a variety of tasks in order to preserve the historic and aesthetic integrity of the Historic Site as listed below:

#### **I. Maintenance**

- A. Dust, vacuum, clean floors, furniture, and fixtures, and wash windows as needed in accordance with Museum guidelines.
  - a. Clean/dust artifacts and other objects on display in the house on a weekly basis. Use only a clean, soft rag (no cleaner) on any artifacts and handle with extreme care when cleaning these objects to ensure their safety.
  - b. White collections gloves should be worn while cleaning artifacts.
  - c. Keep track of cleaning procedures on the Maintenance, Grounds, and Incidents Report.
- B. Keep an updated inventory of artifacts and objects and note any accession or cataloging numbers.
- C. Clear walkways and front entrance of debris, leaves, branches, etc. on a daily basis. Maintain the grounds in a presentable condition to the public including watering plants and maintaining a healthy lawn (in accordance with city watering restrictions).
- D. Clean public restrooms thoroughly on a daily basis and as needed throughout the day. Bathrooms should be checked throughout the day to ensure that there is toilet paper and paper towels stocked in the restroom.
- E. Perform minor maintenance and repairs as requested by Museum Administration/Maintenance or History Curator.
- F. Complete weekly reports (Daily Attendance Report, Weekly Attendance Report, and Weekly Maintenance, Grounds, and Incidents Report) and submit these reports to the mailbox of the History Curator in the museum administration office during weekly cash drop-offs to the museum on Friday mornings prior to the opening of the Historic Site.
  - a. If a holiday should fall on a Friday and the museum and the Historic Sites are closed, cash drop-offs will be designated to another day of the week that is approved by the Museum Director.
- G. Notify the History Curator of repairs, maintenance, or other major ongoing operational matters, including safety and security issues for residents, visitors, volunteers, artifacts, and/or historic buildings by noting them on the weekly Maintenance, Grounds, and Incidents Report.
  - a. If any of these issues is a pressing matter or an emergency contact the History Curator immediately via telephone and include these incidents on the weekly Maintenance, Grounds, and Incidents Report.
- H. Act as a liaison between the County Museum staff and contractors in carrying out related duties as assigned by Museum staff.
- I. Maintain the residence provided by the County in a clean and orderly fashion, reporting any maintenance issues in that building to Museum Administration.
- J. Comply with monthly inspections of entire historical site, including residence, to ensure structures and grounds are preserved to the fullest extent possible.
- K. Grounds and other areas of public use should be cleaned before and immediately following any event or wedding occurring at the Historic Site.

## **II. Docent Services**

- A. Reside at and maintain residence with obvious presence of Historic Site Manager.
- B. Be familiar and comply with the policies and guidelines described in the Historic Site Manager Procedures.
- C. Admit and monitor public visitors to the property during the hours of 10:00 a.m. - 3:00 p.m. Tuesday through Saturday.
- D. Charge fees for all visitors to the site using established procedures and current board approved fee schedule.
- E. Maintain a professional and informative telephone message on the message machine provided, and return telephone calls to the public in a professional and timely manner.
- F. Refer callers to Museum Administration personnel as needed, or seek the help of Museum Administration personnel in answering questions the public may have.
- G. Actively schedule and provide informative, engaging tours of the facility for school and other groups, utilizing interpretative materials provided by the Museum and approved by the Curator of History unless directed by museum staff that another person or organization is conducting tours.
- H. Maintain high standards of customer service to the public, to outside vendors who may come to the site, and to fellow Museum staff members and County staff members.
- I. Actively promote site rental, and schedule, arrange, and assist with the planning and operation of weddings, receptions, special events, and other activities held at the facility.
- J. Maintain proper records and provide weekly attendance and revenue information to the Museum per County Internal Controls and Cash Manual policies and procedures.
- K. Direct all wedding/event contracts and payments to the Main Museum, and follow current procedures.
- L. Handle fees or donations by securing, reporting, and depositing revenue according to Museum guidelines.
- M. Submit a Weekly Attendance Report and a Daily Attendance Report to the History Curator's Mailbox in the museum's administration office each Friday during cash drop-offs on Friday mornings prior to the opening of the Historic Site.
- N. Submit a Monthly Volunteer Hours Log to the Museum Director by the 5<sup>th</sup> of each month electronically, by phone, or by mail.
- O. Follow County dress code during operating hours including wearing Museum identification badge at all times while on duty.
- P. Cooperate with the local friends/support groups or historical society(ies) under the direction of the History Curator
- Q. Work with the History Curator to develop, coordinate, and execute any event occurring at the site approved by the Executive Director.

## **III. Security**

- A. Contact the Museum by radiophone, Tuesdays through Saturdays at 10:00 a.m. and 3:00 p.m. and as needed when leaving or returning to the property. If contact is not made at these times, contact will be attempted on the half-hour, for a total of two (2) hours or four (4) attempts. If no response is received at that time, local law enforcement will be dispatched to conduct a safety check.

## Rains House Historic Site Manager Services Contract - Attachment A

- B. Act as first contact person for security system provider and law enforcement agency for the sites on an on-call basis.
- C. Report to the local law enforcement agency and Museum Administration any attempts made by the public to destroy property or theft. Notify the Museum of "incidents" or "alarms" immediately and file an "incident" or "alarm" report within 24 hours of occurrence.
- D. Keep the property secured and locked when closed to the public.
- E. Maintain an emergency first aid kit; be knowledgeable of the Museum Security Policy and County Emergency Preparedness Plan.
- F. Maintain standards of cleanliness that include removing refuse, organic materials, and surplus combustibles; maintain clear aisles and exits in accordance with fire safety standards.
- G. Maintain an Emergency Procedures Manual, including appropriate paperwork and emergency information for volunteers.
- H. Maintain radiophone while on duty, and recharge unit as needed; have safety whistle and emergency air horn available while on duty.
- I. Carry out all directives issued by Museum Administration including memos updating procedures, duties, and standards.
- J. Make no purchase; secure no contracts or services from other County departments or outside vendors on behalf of the County Museum.
- K. Regularly walk the entire site during the day to monitor its safety and to discover any issues the site may have.

### **IV. Other Duties and Responsibilities**

- A. Review and enforce Museum policies including Pest Management, Collections Management, Professional Ethics, Emergency Procedures, Security Policies, and customer service "Service FIRST" policies.
- B. Deliver weekly donation box contents to Museum Administration in Redlands and follow all applicable money handling guidelines established by Museum Administration.
- C. Attend Quarterly Historic Site Manager meetings as scheduled. Historic Site Manager is responsible for own transportation to these meetings but will be reimbursed mileage in the same manner as provided general COUNTY employees.
- D. Assist COUNTY personnel on site as needed.
- E. Other duties as assigned.