



HUMAN RESOURCES DEPARTMENT

City of Burlington

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To: Board of Finance

From: Julie Hulburd, HR Generalist
Susan Leonard, Director of Human Resources

Date: June 24, 2013

Re: Reorganization – Elimination of the BCA Office Assistant II position, Creation of Visitor Services Coordinator and Gallery Educator position

We respectfully bring forward and recommend the reorganization of Burlington City Arts to include the elimination of a full-time, regular Office Assistant II position and the creation of a full-time, regular Visitor Services Coordinator and Gallery Educator as requested by Director, Doreen Kraft.

The Office Assistant II position is currently graded in the Modified Willis Compensation System as a grade 12. The incumbent is currently a step 10, with a corresponding annual salary of \$39,986.46. The Visitor Services Coordinator and Gallery Educator position was assessed at a grade 16 in the modified Willis Classification System. As per City compensation policy 5.4, b., the incumbent will be placed at step 1 of the new grade, with a corresponding annual salary of \$44,018.04. Director Kraft has indicated that the \$4031.58 addition to salary was requested and approved as part of the FY14 budget process.

Attached please find supporting documentation for the above requests including: current organizational chart, updated organizational chart, position job descriptions, Director Kraft's memo and comment on FY14 budget impact. If approved, the above reorganization will be effective following City Council approval and upon Mayoral signature of the resolution.

Thank you for your consideration.

June 24th, 2013

Dear Finance Board and City Council,

BCA respectfully requests the reclassification of our Office Assistant II to Visitor Services Coordinator. This reclassification would move from a Grade 12 step 10 at \$39,986 to a Grade 16 step 1 at \$44,018. The difference of \$4,032 has been accounted for in our FY14 budget with a commitment to increased fundraising.

The position of office assistant II has grown over the 8 years of operation at the BCA Center in duties and expectations by staff, audiences and the general public. In earlier years, much more activity was managed by phone and now increasingly by face to face interaction where information and early engagement begins. This is foundational as we seek to increase accessibility in both programming and for a more diverse audience.

This position is responsible for creating a welcoming experience to our center and deepening the audience's understanding and awareness of both gallery exhibitions and all BCA programs. Additionally they manage a visitor tracking system and do admission reports which inform education and development. This position also creates the visitor information guides and sets up art educational tours for children and adults. Visitor Services is now responsible for all training of volunteers, interns and docents.

Tasks in the earlier iteration of this position have been assumed by our executive assistant.

Thank you for your consideration.

Respectfully,


Doreen Kraft
Executive Director

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EXECUTIVE DIRECTOR

Doreen Kraft

City of Burlington Job Description

Position Title: Visitor Services Coordinator and Gallery Educator

Department: Burlington City Arts

Reports to: Director of BCA

Pay Grade: 16

Job Code:

Exempt/Non-Exempt: Non-Exempt

Union: Non-union

General Purpose: This position is responsible for providing a welcoming, engaging experience for all BCA constituents and ensuring access of BCA exhibitions to a diverse audience.. In addition, this position manages BCA Center's tour operation and frontline staff with a focus on customer service and visitor engagement. This position also develops, coordinates, manages and implements the gallery education program, "See Think Do!" at the BCA Center.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Greet visitors upon entrance to the BCA Center, providing a friendly and accessible environment and effective communications when exiting center.
- Provide knowledgeable assistance in response to requests for information via phone, email, or direct contact about BCA, the BCA Center and direct public to BCA's website for information, updates and social media links and online class registrations.
- Maintain comprehensive knowledge of current BCA mission, practices, services, programming and events, including artist opportunities, membership, community programs, and employment opportunities to effectively communicate information to the public.
- Directly recruit, train and manage all BCA Center gallery docents and volunteers as well as one Gallery Assistant.
- Create a series of seminars to support docent learning, and implement procedures to evaluate docent tours and coordinate and execute docent appreciation events.
- Ensure that operations systems, staff and docents are in place for BCA Center activities.
- Open and close exhibitions at the BCA Center and post daily sign of programs and events. Perform daily condition reports of exhibitions and maintain security of the work
- Develop and execute gallery education *See Think Do!* curriculum including, activities guide for each exhibit, program evaluations, train education staff and contractors, order materials and promote programs through community outreach.
- Assist Education department with class registrations, phone, online, or walk-in.
- Learn and maintain a working knowledge of and proficiency in current registration

software and attend training sessions required.

- Define strategic goals as they relate to visitor services.
- Implement visitor tracking systems, and provide regular admissions reports and special reports to Education, Communications and Assistant and Executive Directors.
- Collaborate with Education Director, Curator, Development Director and Communication Director to devise and implement evaluations and assessments of the BCA Center's facilities, tours, gallery education program and frontline staff, with a focus on improving visitor experience.
- Develop and update policies, procedures and materials to support visitor service standards, enhance safety, traffic flow, access to the site and its programs and visitor satisfaction.
- Collaborate with BCA Education Director for gallery education programming and schedule all BCA Center tours and education programs.
- Oversee all group tour operations and conduct tours for visitors, communicate with diverse audiences and engage visitors in gallery discussions that promote skills for looking at thinking through art.
- Promote and instruct on use of the gallery audio tour.
- Maintain BCA print publications display for current programming and exhibitions
- Oversee gallery sales of exhibition catalogues, posters, and gallery merchandise including record keeping, cash handling and inventory management.
- Assist with special events and gallery installations and openings as needed.

Qualifications/Basic Job Requirements:

- Bachelor's Degree in Art, Education or related field.
- Two years experience in developing programming, development, or visitor services required.
- Experience in non-profit organizations preferred.
- Proficiency with database entry, tracking systems and reporting preferred.
- Outstanding customer service and communications skills required.
- Ability to clearly and effectively communicate.
- Ability to adjust to flexible work assignments and hours.
- Ability to work nights and weekends on occasion as required.
- Ability to maintain positive work relationships in a busy environment.
- Ability to maintain a high quality volunteer experience.
- Must possess and maintain valid Vermont Driver's license.
- Ability to multi-task.
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Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> seeing | <input checked="" type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | within and between
warehouses/offices | <input type="checkbox"/> 25 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 25pounds |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> pushing/pulling | <input checked="" type="checkbox"/> driving (local/over
the road) |
| <input type="checkbox"/> dexterity | | |
| <input type="checkbox"/> hand | | |
| <input type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision |
| <input type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | making |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input checked="" type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: _____ Indirectly Supervises: _____

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

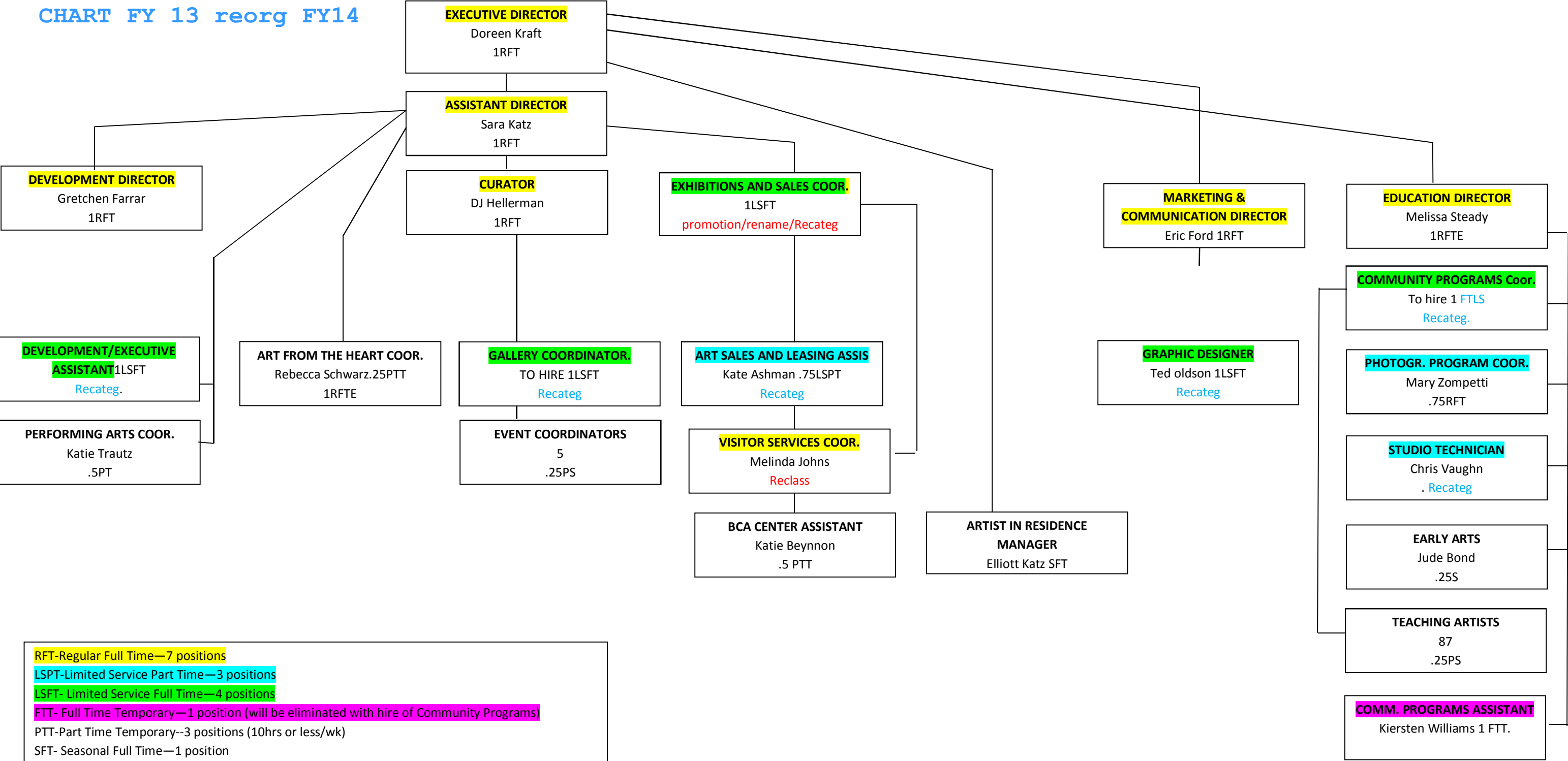
Human Resources: _____ Date: _____

Revised (1/2003)

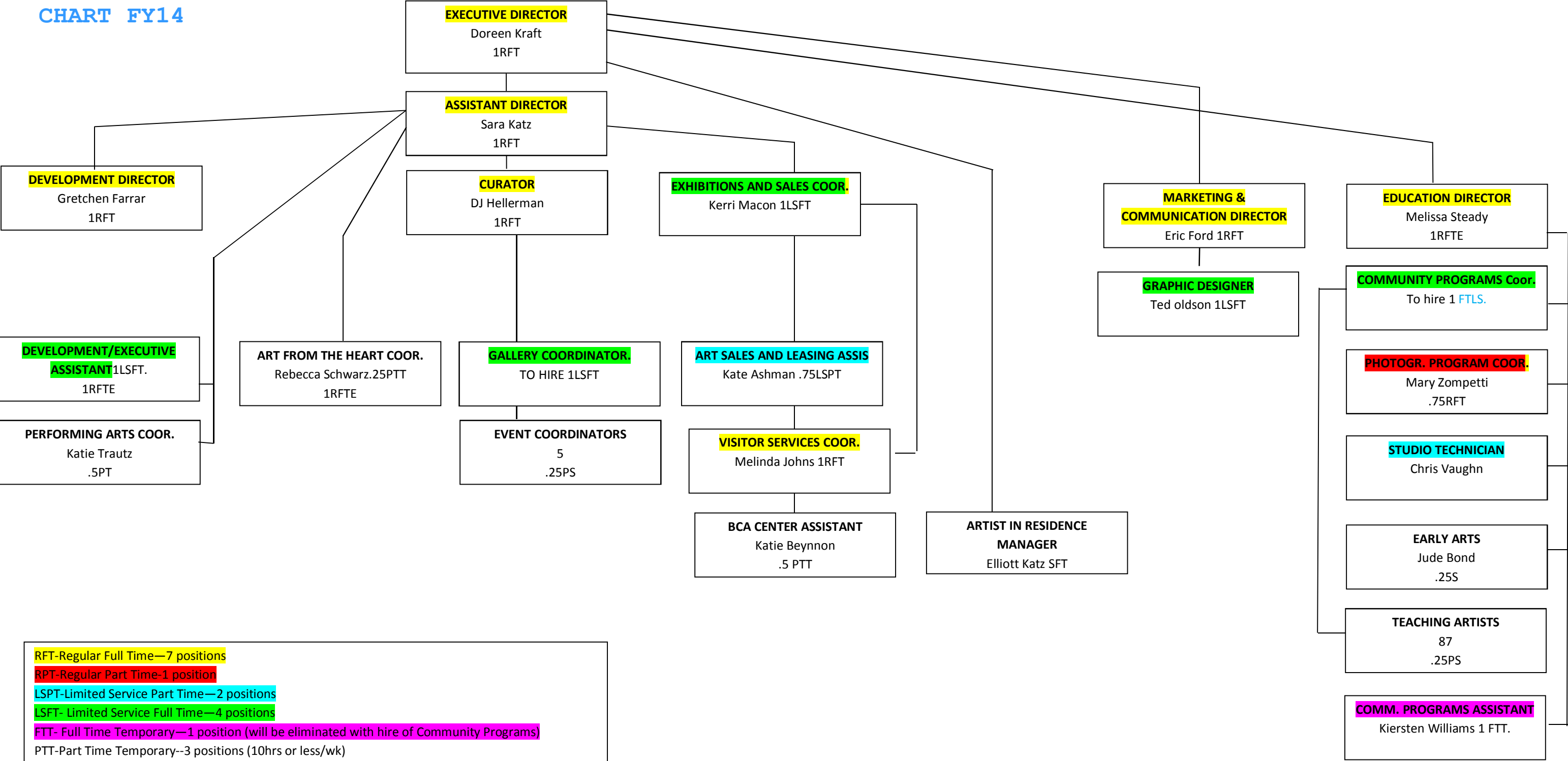
Classification Scores
November 5 2012

Marketing Assistant			
Knowledge & Skills	E2K		212
Mental Demands	D2F		35
Accountability	C1N		26
Working Conditions	L1B		7
Total			280
Classification	Regular Full-Time Grade 16		

BCA ORGANIZATIONAL
CHART FY 13 reorg FY14



BCA ORGANIZATIONAL
CHART FY14



RFT-Regular Full Time—7 positions
RPT-Regular Part Time-1 position
LSPT-Limited Service Part Time—2 positions
LSFT- Limited Service Full Time—4 positions
FTT- Full Time Temporary—1 position (will be eliminated with hire of Community Programs)
PTT-Part Time Temporary--3 positions (10hrs or less/wk)
SFT- Seasonal Full Time—1 position
PS- Part Time Seasonal—92 positions