

SHAWNEE COUNTY, KANSAS
Position Description
Intermittent Operations Manager – Old Prairie Town

POSITION CONTROL NUMBER: PRX634

FLSA STATUS: N

POSITION DESCRIPTION

Under general supervision, this position leads visitors through historical settings, interpreting the past through engaging narratives, demonstrations, public speaking, storytelling, research, and customer service to create immersive, educational experiences for diverse audiences, and answering questions while staying current with site info. When not conducting tours, this position will be stationed in the Mulvane General Store and will perform retail sales functions including waiting on customers, maintaining inventory, and cleaning in the store. Performs other duties as assigned. This position is supervised by the Recreation Programmer under the general supervision of the Recreation Program Supervisor.

This position is an Intermittent temporary, non-benefits eligible position. Intermittent positions are allowed to work up to 988 hours per year and may be ended prior to that without cause at Management's discretion.

WORK PERFORMED

50% Tour and Site Operations

- Assists in coordinating and facilitating guided tours, demonstrations, and interpretive programming.
- Acts as a liaison between visitors, staff, volunteers, and administrative personnel.
- Assists with opening and closing historic buildings and tour areas.
- Assists in daily Mulvane General Store operations including sales, customer service, cleaning and upkeep.
- Assists in the planning, organization, set-up, and tear-down for tours, group visits, facility rentals, and special events.
- Notifies supervisors of disturbances, emergencies, visitor concerns, or staff performance issues.
- Suggests improvements to tour content, visitor flow, and overall guest experience.
- Assists supervisors and permanent staff as requested.

30% Tour Staff Supervision

- Supervises, organizes, and motivates intermittent staff and volunteers.
- Assists with training and scheduling of intermittent staff and volunteers.
- Plans and facilitates trainings related to tours, interpretation, and customer service.
- Prepares and maintains routine reports related to tour staffing, attendance, and operations.
- Ensures high-quality customer service and consistent interpretive standards are practiced by all tour staff.

Shawnee County Position Description

Intermittent Operations Manager – Old Prairie Town (PRX634)

15% Administrative, Rental, and Event Support

- Provides on-site support for rentals, weddings, group tours, and special events, including visitor check-in and coordination.
- Assists with reservations, scheduling, and maintaining public calendars for tours and events.
- Helps maintain required paperwork related to tours, retail operations, and special events, including daily deposits, attendance logs and volunteer sign-in sheets.
- Assists with advance preparation for events, including site readiness, visitor services coordination, and logistical support.

5% Other Duties as Assigned

- Performs related duties as required to support tour operations, visitor services, and special events.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Functions of the various Shawnee County Parks + Recreation divisions.
- Federal, State and County laws, resolutions, rules and regulations.

Ability to:

- Interpretation: Deliver dynamic tours, share historical facts, and bring exhibits to life.
- Hands-On Activities: Facilitate interactive experiences (e.g., crafts, farm tasks) and guide participants through them.
- Audience Engagement: Adapt presentations for various ages, answer questions, and create memorable experiences.
- Performance: May involve acting as a costumed character, memorizing scripts, and staying in character.
- Logistics: Greet visitors, manage tour flow, assist with event setup/cleanup, and maintain tour materials.
- Research: Stay updated on current museum exhibits, historical details, and relevant facts.
- Safety: Ensure visitor safety, especially during activities in unique environments
- Establish and maintain effective working relationships with other employees and the public.
- Make simple arithmetical calculations.
- Think critically and analyze data.
- Use computer software programs.
- Communicate effectively, both orally and in writing, using the English language.
- Interpret and apply Federal, State and County laws, resolutions, rules and regulations.
- Follow oral and written instruction.
- Operate various office equipment.
- Make change.

Shawnee County Position Description

Intermittent Operations Manager – Old Prairie Town (PRX634)

Skills:

- Communication: Excellent public speaking, storytelling, and listening skills.
- Knowledge: A grasp of local history, period details, and historical context.
- Interpersonal: Ability to work with diverse groups, staff, and volunteers; strong customer service.
- Adaptability: Solve problems, handle pressure, and adjust to changing priorities.
- Physical Stamina: Ability to stand, walk, climb stairs, and work outdoors/indoors for extended periods.
- Research: Commitment to self-study and learning.
- Microsoft Office
- Google Chrome

PHYSICAL REQUIREMENTS

N-Never O-Occasional (1%-33%) F-Frequent (34%-66%) C-Continuous (67%-100%)

| | N | O | F | C | | N | O | F | C | | N | O | F | C |
|-----------------|---|---|---|---|-------------------|---|---|---|---|-----------------------------------|---|---|---|---|
| HANDS | | | | | BODY/TRUNK | | | | | OTHER | | | | |
| Reaching | | X | | | Sitting | | | X | | Driving | | X | | |
| Pushing/Pulling | | X | | | Bending | | | X | | High Elevation | X | | | |
| Climbing | | X | | | Reaching | | | X | | Unprotected Heights | X | | | |
| Throwing | | X | | | Lifting-50 lbs. | | X | | | Around Moving Machinery | | X | | |
| ARMS | | | | | Carrying | | | X | | Driving Automotive Equipment | | X | | |
| Reaching | | X | | | Jumping | | X | | | Exposure to Dust, Gases and Fumes | | X | | |
| Lifting-50 lbs. | | X | | | Twisting | | X | | | Cramped Body Position | | X | | |
| Pushing/Pulling | | X | | | Squatting | | X | | | Sustained Positions | | X | | |
| Carrying | | | X | | Turning | | | X | | Noise Levels (Excessive) | | X | | |
| Throwing | | X | | | LEGS/FEET | | | | | Electrical Hazards | | X | | |
| EYES | | | | | Walking | | | X | | Slippery Surfaces | | X | | |
| Near Vision | | | | X | Standing | | | X | | Work Above Ground | | X | | |
| Far Vision | | | | X | Sitting | | | X | | Work Below Ground | | X | | |
| Color Vision | | | | X | Carrying | | X | | | Irregular Surfaces | | X | | |
| VOICE | | | | | Climbing | | X | | | Moving Objects | | X | | |
| Talking | | | | X | Jumping | | X | | | In High Volume Traffic | | X | | |
| EARS | | | | | Turning | | | X | | Exposure to Marked Changes in | | | | |
| Hearing | | | | X | Lifting-50 lbs. | | X | | | Temperature and Humidity | | X | | |

EQUIPMENT USED

Personal Computer

Printer

Telephone

Office Furniture

Fax Machine

Photocopier

Misc. Office Equipment

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MINIMUM QUALIFICATIONS

- Eighteen (18) years of age.
- High School Graduate or GED certificate
- Valid Driver's License and able to operate a County-owned vehicle (HR-2013-2).
 - HR-2013-2: Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) on the driving record that are less than five (5) years old; No more than two (2) at fault or chargeable accidents on their driving record that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

SPECIAL REQUIREMENTS

- Required to lift fifty (50) pounds.
- Required to pass a drug screen and review of driving record.
- Must be available to work a wide range of schedules, including evenings, weekends and holidays.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Administering Supervisor's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 1/26
Revision History: 02/26