

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 3805100

Curatorial & Visitor Services Specialist 1, Grade 14	3805100
Curatorial & Visitor Services Specialist 2, Grade 18	3805200
Curatorial & Visitor Services Specialist 3, Grade 20	3805300
Manager Curatorial & Visitor Services, Grade 25	3805500
Director Curatorial & Visitor Services, M-3	3805600

Brief Description of Class Series

Positions in this series plan and schedule tour and visitor programs, and manage, preserve, and arrange for the display of art collections at State facilities operated by the Office of General Services (OGS). All positions are in the non-competitive class.

Distinguishing Characteristics

Curatorial & Visitor Services Specialist 1: full performance level; under the supervision of a Curatorial & Visitor Services Specialist 2 or other higher-level staff, performs a variety of tasks related to the scheduling and implementation of public tour programs and events at the Empire State Plaza, the State Capitol, and the Executive Mansion.

Curatorial & Visitor Services Specialist 2: first supervisory level; coordinates all aspects of tour programs, events, or collection maintenance at the Empire State Plaza, the State Capitol, the Executive Mansion, and other OGS sites; supervises Curatorial & Visitor Services Specialists 1.

Curatorial & Visitor Services Specialist 3: second supervisory level; manages artwork displayed at the Empire State Plaza, the State Capitol, the Executive Mansion, and other OGS sites; administratively supervises Curatorial & Visitor Services Specialists 1 and 2.

Manager Curatorial & Visitor Services: one position class; serves as second-in-command of the Curatorial & Visitor Services Office; manages the daily activities of the OGS Curatorial and Visitor Services Program, including oversight of conservation of the Empire State Plaza Art Collection and art at other OGS sites and updating of records for those sites; manages the interpretive/outreach programs for the art collection and

supervises the State Capitol interpretive/outreach program; and, administratively supervises all Curatorial & Visitor Services Specialist staff.

Director Curatorial & Visitor Services: one position class; under the direction of executive staff, serves as director of the Curatorial & Visitor Services Office; and, directs the care and display of rare, valuable, fine, and decorative art collections either owned by the New York State or borrowed from many of the State's leading cultural institutions.

Related Classes

Curators analyze collections and themes related to historic sites and historic preservation efforts. This work includes research of objects and collections to determine placement within a historical context; understanding the appropriateness of objects to historic site furnishing plans and interpretive needs; research and document methods of fabrication, style and composition of objects and buildings; plan exhibit development and select objects for inclusion in exhibits in historical buildings. They also provide technical assistance and advice to the public and institutions about collections and curation of historic objects.

Interpretive Program Assistants and the Interpretive Programs Coordinator use professional training and skills to develop and administer educational and visitors' programs, including exhibits, seminars, workshops, lectures, guided tours, written materials, and craft demonstrations, to explain the significance of historic sites and the customs, life-styles, and events related to the sites.

Museum Instructors are responsible for planning and conducting programs and activities within the overall education program of the New York State Museum. In addition to guided museum tours, film and lecture presentations, field trips and seminars for teachers and students, these activities include a loan kit program and an educational leaflet program.

Museum Support Services Specialists support the organization, scheduling, and implementation of public programs of the New York State Museum.

Illustrative Tasks

Curatorial & Visitor Services Specialist 1: conducts research regarding New York State history, people, and events; designs tools to collect data; collects data and maintains a database of resource materials; submits reports utilizing data collected; maintains a library of information and brochures; keeps Visitor Services Center information booths stocked; answers customer and visitor inquiries; catalogues and arranges for the care and movement of collections as directed; and researches, develops, and conducts tours of the Capitol, the Empire State Plaza, and the Executive Mansion.

Curatorial & Visitor Services Specialist 2: serves as liaison with Curatorial & Visitor Services executives and agency program areas, such as Convention & Cultural Events, to facilitate coordination of activities planned for the Empire State Plaza, State Capitol, and Executive Mansion; develops new tours and/or exhibits; trains Tour Guides on newly developed tour plans and scripts; recruits and trains volunteers; plans and supervises operations at a specific site and/or for a planned event; manages all electronic efforts for the office, including Curatorial Services' information on OGS website and message boards; works with local organizations, schools and agencies to promote the site and its programs; and performs the full range of supervisory duties such as performance evaluations and time and attendance.

Curatorial & Visitor Services Specialist 3: supervises Curatorial & Visitor Services Specialists 1 and 2; oversees maintenance of insurance and financial records, schedules, resources, and photographic documentation; assists the Manager Curatorial & Visitor Services with the operation of the New York State Vietnam Memorial Gallery, the design and installation of exhibits, audiovisual programs and special events, and the development of performance measures and the annual budget; monitors information collected in surveys and from the public in regard to artwork, historic objects, methods of display, and guided tours to determine which processes require change, actions that will improve the program, and enhance the visitor experience; assists in the conservation and preservation of paintings, sculptures and historic objects by monitoring condition, noting damage or deterioration, researching available methods and costs of repair and renovation, and preparing contacts for the maintenance and renovation; supervises volunteer programs at the Empire State Plaza and Executive Mansion; and performs the full range of administrative supervisory duties such as performance evaluations and time and attendance.

Manager Curatorial & Visitor Services: directs and plans the operations, including: budgeting, program and policy evaluation, vendor review, and management reporting to executive staff; manages contracts for curatorial service providers; manages general curatorial operations, productivity, workflow, staffing and organization, office automation and other resources; executes the strategic vision and objectives for the organization as well as the short- and long-term care and conservation of the collections; and performs the full range of administrative supervisory duties such as performance evaluations and time and attendance.

Director Curatorial & Visitor Services: directs the administration of rare, valuable, fine and decorative art collections at the Empire State Plaza, Executive Mansion, State Capitol, and all OGS operated office buildings; maintains inventory of art collections; oversees record maintenance and integrity; arranges for insurance and traveling of works of art; organizes transportation of objects; oversees borrowing and loan of fine art for display; oversees operation of the Vietnam Memorial; directs the conservation and restoration of fine art collections; oversees the development and implementation of interpretive programs and exhibitions; supervises developing the annual budget, developing and maintaining internal controls and associated records; performs special

assignments in matters relating to art and culture at the State Capitol and the Executive Mansion; oversees the implementation of the Past Perfect Computerized Collections Management Program and researches art in the permanent and loaned collections; performs the full range of administrative supervisory duties such as performance evaluations and time and attendance.

Minimum Qualifications

Curatorial & Visitor Services Specialist 1

Non-competitive: Bachelor's degree and one year of experience in developing tours and programming of art collections, historic houses or historic sites, or marketing cultural programs. A bachelor's degree in museum studies, art history, public history, or education may substitute for the experience requirement.

Curatorial & Visitor Services Specialist 2

Non-competitive: Bachelor's degree and two years of experience of experience in developing tours and programming of art collections, historic houses or historic sites, or marketing cultural programs. A bachelor's degree in museum studies, art history, public history, or education may substitute for one year of experience.

Curatorial & Visitor Services Specialist 3

Non-competitive: Bachelor's degree and three years of professional experience in the interpretation of art objects and one of the following: acquisition, cataloging, care or conservation of art objects in a museum or an organization having an art collection. This experience must include the development, administration and supervision of tours of art collections, historic houses or historic sites. A bachelor's degree in gallery management, museum studies, art history, public history, or education may substitute for one year of experience; a master's degree in the above fields may substitute for an additional year of experience.

Manager Curatorial & Visitor Services

Non-competitive: Bachelor's degree and four years of experience interpreting objects, caring for or conserving art/objects in a museum or organization which oversees a major art collection, or creating programming for object-based learning. Two years of this experience must have involved administration (budget planning, directing, and/or supervising) of a collections-based institution or with a historic site under a government agency or non-profit organization. A bachelor's degree in gallery management, museum studies, art history, public history, or education may substitute for one year of experience; a master's degree in the above fields may substitute for an additional year of experience.

Director Curatorial & Visitor Services

Non-competitive: Bachelor's degree and five years of experience interpreting objects, caring for or conserving art/objects in a museum or organization which oversees a major art collection, or creating programming for object-based learning. Two years of this experience must have involved administration (budget planning, directing, and/or supervising) of a collections-based institution or with a historic site under a government agency or non-profit organization. A bachelor's degree in gallery management, museum studies, art history, public history, or education may substitute for one year of experience; a master's degree in the above fields may substitute for an additional year of experience.

Note: Classification Standards illustrate the nature, extent and scope of the duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

Date: 8/2019

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