



**YOUNGSTOWN  
STATE  
UNIVERSITY**

**CLASSIFICATION SERIES:**

N/A

**CLASSIFICATION CODE/PAY GRADE:**

94452/99

**BARGAINING UNIT:**

N/A – Externally Funded Intermittent

**Archival and Customer Service Specialist**

**SERIES PURPOSE:** The purpose of the Archival and Customer Service Specialist occupation is to provide assistance and information, and/or to process transactions for guests as well as respond to requests, inquiries, and/or complaints.

**CLASS CONCEPT:** The class works under general supervision and requires knowledge of Youngstown Historical Center of Industry and Labor (YHCIL) operations in order to analyze, process, and preserve archival materials, and provide customer service to guests.

**JOB DUTIES:** Incumbents may perform some or all of these duties or other job-related duties as assigned.

Analyzes, describes, and processes documents; catalogs materials in OHC and YSU systems.

Greets guests, collects fees, and provides guided tours according to YHCIL Customer Service manual.

Collects artifacts and/or testimonies from donors.

**Other Functions and Responsibilities:** Assists with training new hires.

Performs other duties as assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of: office practices and procedures.

Skill in: communication.

Ability to: read and understand documents and their contexts within the YHCIL collections; carry out a variety of instructions; work in a team environment on projects; answer routine inquiries.

Effective 09/12/2021

(\*) Developed after employment.

**MINIMUM QUALIFICATIONS:** Master's degree and one year of experience in archives; ability to operate computer equipment and software programs.

**PREFERRED QUALIFICATIONS:** Experience with exhibit design.

**REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES:** Training in applied history.

**PHYSICAL REQUIREMENTS:** In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform light work.

**LIGHT:** work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects, requiring: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight or the materials is negligible. (The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)

**UNUSUAL WORKING CONDITIONS:** Not applicable.