



## Tour Guide Position Description

**Position Title:** Tour Guide

**Date approved:** 5/13, 11/16/18

**Reports To:** Executive Director & Management Team

**Supervises:** not applicable

**Job Classification:** Job Classification: Part-time, hourly at \$9.00/hour. This is a seasonal, hourly position with no benefits, averaging 6-32 hours per week during the summer tourist season.

**General Description:** Under the direction of the Management Team, Tour Guides provide scheduled tours of the museum buildings and grounds.

### Applies to all Employees:

1. Represents the Dorothy Molter Museum in the most positive manner with prospective, former and current members, donors, visitors, vendors and the communities we serve; Interacts effectively with a diverse group of staff, interns, volunteers and other customers of our services.
2. Learns and uses operating practices of the Dorothy Molter Museum.
3. Upholds the Mission Statement, adheres to organizational standards, and promotes membership and sales.
4. Handles confidential information with tact and discretion.
5. Follows staff guidelines and performs opening/closing duties as outlined in the Employee Handbook.

### Primary Responsibilities:

1. Communicates the museum's mission, vision, and interpretive message to the public by providing scheduled tours, greeting visitors in person and over the phone and informing visitors of museum programs, exhibits, and resources
2. Assists cashiers with daily operations of the museum's gift shop, including: stocking and straightening merchandise, merchandise inventories, and helping customers locate items
3. Provides support services for museum members, patrons, group tours, and school tours (e.g. folding brochures, stuffing envelopes, making coffee for special events)
4. Performs other duties as necessary or assigned

### Required Qualifications:

- Effective communication skills.
- Demonstrated ability to work collaboratively as part of a team
- Demonstrated ability and desire to represent the museum in a friendly and professional manner to all ages and demographics
- Proven track record of dependability and professionalism in behavior and appearance
- High level of enthusiasm and self-motivation
- Ability to work a flexible schedule that will sometimes include weekends, evenings and holidays
- Ability to stand and/or walk for 30-45 minutes at a time
- Willingness to work in a variety of environmental situations, ranging from cold and snow to hot, humid and buggy conditions over natural terrain