

TITLE: Tour Guide

REPORTS TO: Director of Museum Operations

CLASSIFICATION: Part-time or Contract – As Needed

SALARY: \$8.50 an hour



Main Responsibilities:

This person is responsible for taking guests of all ages and backgrounds on interpretative tours through Vermilionville's historic village. This individual must arrive to work in period costume that is approved by the Director of Museum Operations.

1. Provide accurate historical and cultural information presented in an interesting manner to guests from a variety of backgrounds and ages. Material presented must always be age appropriate.
2. Greet, orient, control and direct groups in a friendly manner. For school groups, make sure that the students are supervised at all times, either by a guide or by an official chaperone.
3. Follow daily rotation schedule to bring tours to their scheduled activities (example: shopping, boat tour, rag dolls, etc.) in a timely manner.
4. Provide group orientations on an as-needed basis.
5. Supervise group while in the gift shop. If needed, assist gift shop staff in bagging items.
6. Help with lunches on an as-needed basis.
7. Teach or assist with enhancements and cooking demonstrations.
8. Attend tour guide meetings and training sessions.
9. Follow all policies and procedures in the personnel manual.
10. Complete any additional duties assigned by the Director of Museum Operations.

Qualifications:

- Excellent public speaking abilities.
- Ability to speak French is a plus.
- Ability to work within set schedule, yet flexible to make necessary adjustments.
- Excellent crisis management, customer service skills.
- Working knowledge of first aid.
- Ability to stand and/or walk unassisted for two hours at a time in the various weather conditions of South Louisiana.