Tour Guide – Korean Speaking

POSITION INFORMATION

Position Title: Tour Guide – Korean Speaking
Department: Tours / Visitor Operations
Reports To: Tours Supervisor
Supervises: None
FLSA Status: Non-Exempt
Employment Type: Full-Time / Part-Time / Casual, based on operational need
Revision Date: May 2026

POSITION SUMMARY

The Tour Guide - Korean Speaking delivers safe, accurate, engaging, and mission-aligned visitor experiences aboard the Battleship Missouri Memorial for Korean-speaking visitors.

This position conducts guided tours in Korean as assigned, supports visitor-flow assignments, assists guests, follows approved scripts and procedures, and maintains excellent customer service, teamwork, and professional conduct in a high-volume public setting. Tour Guides must complete required training and qualifications within established timelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Language-Specific Responsibilities

- Conduct assigned tours in Korean and visitor interactions in Korean and English as assigned.
- Support Korean-speaking visitors, Eastbound groups, partner requests, translation or interpretation needs, and language-specific programs as directed.
- Maintain required Korean-language tour qualifications and follow approved language-specific scripts, routes, timing, and standards.

Tour Delivery & Visitor Experience

- Conduct assigned tours and operational posts using approved scripts, routes, timing, safety briefings, and visitor-flow practices.
- Provide accurate historical information and exceptional guest service.
- Support school programs, VIP visits, special events, media productions, encampments, and other assignments as directed.

Standards, Safety & Conduct

- Follow all UMMA and Tours Department policies, SOPs, conduct expectations, dress code standards, emergency procedures, assignments, and operational directives.
- Maintain a professional appearance, punctuality, compliance with policies, guest-centered behavior, and appropriate workplace conduct.
- Report safety concerns, guest incidents, and operational problems through the chain of command.
- Attend musters, all company meetings, monitor email for communication and stay informed about company updates and initiatives.

Teamwork & Operational Support

- Work cooperatively with coworkers, leadership and partner departments.
- Maintain respectful communication, appropriate boundaries, positive attitude, and reliable follow-through.
- Assist with supplies, signage, light cleaning, equipment, guest materials, and other visitor-experience tasks.
- Complete the required training, qualification, and requalification processes.

Other Duties

- Perform other duties and responsibilities as assigned.

CORE COMPETENCIES

- **Guest Service:** Provides consistent, respectful, and helpful visitor service.
- **Tour Quality:** Delivers accurate, prepared, safe, and mission-aligned tours.
- **Safety Awareness:** Recognizes hazards, follows procedures, and reports concerns.
- **Professional Conduct:** Maintains appropriate appearance, communication, attitude, attendance, and workplace behavior.
- **Teamwork and Reliability:** Supports leadership, coworkers, follows directions, completes assignments, and contributes to a positive operation.

QUALIFICATIONS

Required Qualifications

- High school diploma or equivalent required; equivalent combination of education and experience may be considered.
- Ability to communicate clearly and professionally with visitors, coworkers, supervisors, managers, and partner departments.
- Ability to speak clearly and professionally in Korean and English; ability to read and understand required operational documents and scripts in both languages as needed.
- Ability to learn and follow approved scripts, routes, safety briefings, visitor-flow practices, SOPs, conduct expectations, radio protocols, and dress code standards.

- Demonstrated reliability, professionalism, positive attitude, teamwork, sound judgment, and ability to accept feedback.
- Ability to complete required training and qualification standards within established department timelines.
- Ability to meet all requirements necessary to access a military installation.

Preferred Qualifications

- Previous experience in tours, interpretation, hospitality, museums, attractions, education, public speaking, customer service, or visitor services.
- Experience serving Korean-speaking visitors, Eastbound groups, or international tourism partners preferred.
- Interest in history, military history, museums, cultural sites, education, or public engagement.
- Experience serving diverse visitor groups, families, students, veterans, military guests, international visitors, or VIPs.
- CPR/BLS certification or ability to obtain certification.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Must be able to move throughout a historic battleship environment, including ladders, steep stairs, narrow passageways, thresholds, uneven surfaces, and confined areas across multiple deck levels.
- Position requires frequent standing, walking, climbing, talking, hearing, visitor interaction, and active movement across shipboard, pier, brow, Quarterdeck, and outdoor areas.
- Must be able to lift, carry, move, or transport materials weighing up to 25 pounds as needed.
- Must be able to work outdoors in heat, humidity, wind, rain, high-volume periods, special events, emergency response situations, staffing shortages, and other operational priorities.

SCHEDULE EXPECTATIONS

This is a non-exempt front-line visitor operations position. The Battleship Missouri Memorial is open seven days per week and nearly year-round; therefore, this position requires flexibility for weekends, holidays, evenings, school and group programs, special events, emergency response, VIP visits, media productions, high-volume periods, weather impacts, staffing shortages, and other operational priorities.

MISSION STATEMENT

All USS Missouri Memorial Association employees are expected to support the organization's mission of preserving and interpreting the Battleship Missouri Memorial

while providing exceptional guest experiences in a safe, respectful, and professional environment.

DISCLAIMER

This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, or qualifications required. Responsibilities may change based on organizational needs. The organization reserves the right to revise or amend this job description at any time.