

USS MISSOURI MEMORIAL ASSOCIATION**POSITION DESCRIPTION**

Position Title: **Tour Guide – Chinese Speaking**

Reports to: **Tours Manager**

Department: **Tours**

Primary responsibilities: Position takes Chinese speaking visitors through the USS Missouri. The goal of the position is to provide visitors an educational, insightful, and fun experience as they learn about the United States Navy, United States-Chinese relationship, war history, and the historical importance of the Battleship Missouri Memorial, a world class museum.

Primary duties:

1. Using the Chinese language, conducts assigned tours of the Battleship Missouri Memorial to visitors- includes proper pre-tour briefing, staying within the time limit, following the tour route, accurately relaying the established script, and utilizing appropriate customer service skills to answer questions and provide additional information
2. Serve at an assigned set position to answer visitor questions and provide historical information- includes taking initiative to interact with guests and answer questions
3. As scheduled, promptly attends morning and evening muster for daily briefing and assignment of duties
4. Follow established guidelines to conduct opening and closing procedures thoroughly and in time efficient manner
5. Assist in refurbishment of the ship and maintenance of the memorial on an as needed basis
6. Pursue continuous upgrade of skills and qualifications by attending advanced classes and other professional development courses
7. Support and perform other duties of the tour department in a cooperative manner on an as needed basis as assigned by Supervisor, or other Tour Department Management staff
8. Assist security with emergency medical situations and provide BLS/CPR until properly relieved (if qualified)

9. Report safety violations to the Tours Department management.
10. Make general announcements on the 1MC system
11. May perform other duties related to Chinese programs off-site
12. Assist with special projects as needed

Working Conditions: Position requires a tour guide to work outside on a battleship and pier and be able to handle warm, humid weather conditions over two-thirds of the time. There is moderate noise.

Schedule: FT and PT, schedule varies, may include weekends, evenings and holidays

Education, Experience and Skill requirements: Minimum: One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Preferred: Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Ability to read and interpret documents in Chinese such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence in Chinese. Ability to speak Chinese effectively before groups of customers or employees of organizations.

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Must be able to speak clearly and effectively in Chinese. Position must have an outgoing and positive personality as well as enjoy working outdoors. A Tour Guide must be a professional team player, have an interest in history. Have a flexible work schedule and be able to work weekends and holidays

CPR/BLS certification (helpful, will train)

Physical requirements: Over two thirds of the time, a tour guide is standing, walking, climbing, balancing, talking or hearing. One-third to two thirds of the time, a tour guide must be able to utilize touch, taste and smell to analyze situations involving personal safety and the safety of visitors in a shipboard environment. A tour guide must be able to lift/manipulate hatches, stoop under low lying doorways, transport and utilize equipment weighing up to 20 pounds. Position requires the ability to differentiate colors essential for various parts of the tour, distance and peripheral vision are necessary to ensure the safety of visitors in a tour group.