

USS MISSOURI MEMORIAL ASSOCIATION

POSITION DESCRIPTION

Position Title: Tour Guide

Reports to: Tour Supervisor

Department: Tours

Primary responsibilities: The goal of the position is to provide visitors an educational, insightful, and fun experience as they learn about the historical importance of the Battleship Missouri Memorial, a world class museum.

Primary duties:

1. Conduct assigned tours of the Battleship Missouri Memorial to visitors, including 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, including taking initiative to interact with guests and answer questions
3. As scheduled, promptly attend morning and evening muster for daily briefing and assignment of duties
4. Follow established guidelines to conduct opening and closing procedures thoroughly and in a timely manner
5. Perform the duties of the Brow as assigned
6. Lead special tours for the Special Events and Education departments, when assigned
7. Other tasks which relate to a positive guest experience that may be assigned by a Supervisor or Manager, for example but not limited to, fixing signage, picking up dropped brochures or other garbage, fixing items made out of place by guests, wiping down mirrors in a rest room, helping with promotional events and activities, cleaning up a guest spill, or dumping a garbage can.

Working Conditions: Works indoors and outdoors and on and off the ship.

Schedule: Full Time/Part Time/Casual

Education, Experience and Skill requirements: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Physical requirements: Must be able to walk up and down steep stairs between decks inside the ship and give one-hour plus walking tours. Must be able to lift 25 pounds.

Skills: Must be personable, approachable and have excellent people skills. Must be able to speak clearly, effectively, and have good listening skills and be able to communicate in English with customers regarding questions and information requests.