



## Job opening: Seasonal Tour Guide

***The Brinton Museum connects the past, present and future of the American West through its historic Quarter Circle A Ranch, Fine Art, and American Indian Art Collections.***



**POSITION SUMMARY:** Tour Guides at The Brinton Museum are an important part of the museum team. Tour Guides help to provide a meaningful and educational experience for all visitors to The Brinton Museum. Tour guides typically work on a seasonal basis during the tourist, or peak, visitation season which runs from mid-May through Labor Day. During this timeframe, The Brinton Museum offers paid, guided tours of the historic Ranch House which are led by Tour Guides.

### **ESSENTIAL DUTIES AND FUNCTIONS:**

- Tells the Museum's story, comprehends its mission and makes connections with the museum's patrons to answer their questions and elicit their feedback.
- Interacts with other members of the museum's staff to share information and to collaborate to achieve the museum's strategic objectives.
- Gives tours of the historic Ranch House to tour groups of up to 15 people at a time. Learns, recalls and recites historical facts and stories about Bradford Brinton and the Quarter Circle A Ranch.
- Transports tour groups on a golf cart; must be comfortable driving and parking golf carts with up to 8 passengers at a time.
- Greets and welcomes visitors. Adheres to admissions and visitor services procedures to ensure each visitor receives excellent customer service. Provides an open and friendly environment by greeting and acknowledging every visitor, giving an appropriate selling effort, and using solid knowledge of the museum, projects and programs.
- Responsible for locking and unlocking doors and galleries of FEM, Jr. building for opening and closing
- Assists the Front Desk Receptionist with duties as needed, to include:
  - Distribution of brochures and other information patrons may need.
  - Completion of tour and membership sales transactions utilizing the point of sale.
  - Opening and closing duties to include point of sale procedures; facility checks; unlocking and locking doors, outbuildings and galleries; general housekeeping practices.
  - Tracking museum visitation via check in system
  - Answering phones and transferring calls to appropriate staff persons.
- Demonstrates effective problem-solving skills to provide customer service at the highest level for both individual museum patrons as well as tour groups.
- Monitors and conducts general housekeeping cleanliness within the tour and admissions areas; ensures that equipment and facilities remain in good repair and that employee and customer safety standards are maintained
- Performs all other related duties as assigned by management. \*

*\* These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

**WORK SCHEDULE**

- Memorial Day to Labor Day
- Five consecutive days a week (days of week can vary)
- Eight hours a day (scheduled between 9:00am -5:00pm)

**DESIRED EDUCATION AND EXPERIENCE:**

- High School diploma or equivalent preferred
- Previous customer service experience preferred

**QUALIFICATIONS AND SKILLS:**

- Excellent communication and people skills
- Friendly and helpful nature
- Ability to quickly learn and recite a large amount of historical facts and narratives
- Ability to drive a golf cart
- Ability to walk up to two miles a day and spend two hours at a time standing and walking

**COMPENSATION AND BENEFITS:**

- Hourly wage, \$17.00
- Employee discount to Bistro and Museum Store

***Qualified candidates please email cover letter and resume to  
recruitment@thebrintonmuseum.org  
To learn more about The Brinton Museum go to thebrintonmuseum.org***