

TOUR GUIDE

FLSA Status: Non-Exempt

Pay Grade: 6-8

DEFINITION:

Under the direction of the Mining Park Host/Tour Guide, performs a variety of work activities related to the mining park, visitor center, upkeep of public washrooms, and all public areas, maintain daily record of gift shop sales and park attendance, interact positively with public,

ESSENTIAL FUNCTIONS: (Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).

1. Receives visitors to the Mining Park Visitors Center. Provide visitors with park information about the park and respond to questions.
2. Performs daily tasks related to the operation of the gift shop: operation of the point of sale and reconciliation of daily sales; maintains accurate records for park attendance and daily gift shop sales; responds to occasional mining park inquiries through written correspondence.
3. Provides guided Polaris tours and/ or group walking tours.
4. Maintains security and safety of the mining park gift shop and other mining park facilities.
5. Maintains a clean and safe environment in both the gift shop, office and all public areas of the mining park facilities, including daily cleaning of public washrooms and other public areas.
6. Flexible schedule and work on weekends are required.
7. Subject to overtime/compensatory time if necessary for events.
8. Regular punctuality and attendance required.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge and Abilities:

Knowledge of

- History of the mining park and its facilities to accurately educate the public and respond to inquiries.
- Basic elements of English usage, grammar, spelling, and punctuation.
- Operation of basic office equipment such as copiers, and personal computers.
- Knowledge of applicable computer software such as Microsoft Office applications.
- Principles of providing customer service to the public and to internal customers;
- Basic mathematical skills.

Ability to

- Be highly motivated, dependable, and a responsible team player.
- Work a flexible schedule to include some evenings, weekends and holiday shifts;
- Follow oral and written instructions.
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner.
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines.
- Operate-Point of Sale system.

Required Certificates and Licenses:

Possession of a valid driver's license.

Experience and Training:

Any combination of training, education and experience that would provide the required knowledge and abilities. A typical way to gaining the required knowledge and ability is:

Graduation from high school or G.E.D. equivalency. Some computer experience with minimum knowledge of Microsoft Office applications.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and ability to walk on uneven surfaces. Strength and ability to maintain sustained physical exertion. Strength, dexterity, and ability to carry up to 50 pounds. The ability to communicate at all levels proficiently both verbally and in writing with all members of the general public. Strength, dexterity, coordination, and vision to use a keyboard and video display terminal. Regular and consistent punctuality and attendance.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING CONDITIONS:

Work is performed under the following conditions:

Work environment includes daily exposure to outdoor weather conditions. Frequent contact with members of the public. The noise level in the work environment is usually quiet while in the office, and moderately loud in the field.

Employee's Acknowledgment: I acknowledge that I have read and understand the above job description and have received a copy for my records.

Employee Signature

Date signed

Print Name