



## POSITION: TOUR GUIDE

**Reports to:** Executive Director

### **Position Description:**

Tour guides at Linden Hill will perform a variety of tasks alongside of giving quality tours to visitors to the estate. Guides will alternate between giving tours and staffing the gift shop for tour ticket and gift item sales. Tour Guides are employed at the will of the employer.

- Training/Ongoing learning – 15%
- Giving Tours – 40%
- Staff/Operate Gift Shop – 40%
- Facilities Care – 5%

### **Responsibilities:**

- Lead 3-4 tours each day with enthusiasm and energy
- Tell the stories of the Musser and Weyerhaeuser families, Pine Tree Lumber Company and related topics as pertain to the Linden Hill and Little Falls history using the provided training booklet. Share points of interest around the museum to the group and answer any questions, which requires learning a comprehensive history of Linden Hill's unique story.
- Study and research resource library for primary/confirmed source information.
- Guide guests through the Linden Hill Museum, located within the Weyerhaeuser home in a personable and engaging manner.
- Greet guests as soon as they arrive, answering their basic questions and assisting them in a positive Linden Hill experience.
- Learn about your guests to give a tour that connects to them.
- Monitor the behavior of the group and ensure everyone is able to receive a quality tour experience. Set expectations if young children are on the tour.
- Staff Laura Jane's Shop, selling tour tickets and gift items.
- Collaborate with team for smooth handoff at the end of each tour.
- Minor administrative, hospitality and facility care duties.
- Maintain a positive, friendly demeanor at all times.
- Provide directions to visitors to nearby Visit Little Falls if they have additional questions related to lodging, food, attractions, and other amenities in Little Falls.
- Follow all safety guidelines and ensure that guests remain with tour.
- Collect and share guest feedback with supervisor.
- Other duties as assigned.

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**Requirements:**

- Great public speaking
- Welcoming personality and great customer service skills
- Ability to improvise and adapt
- Must be punctual and possess time management skills
- Flexible Schedule including some weekends
- Self-directed after training
- Money handling and card processing
- Computer literacy
- Ability to climb several flights of stairs, several times a day and navigate through large historic house
- Professional, modest attire that meets tour guide dress requirements
- Terrific attitude and willingness to collaborate as part of a team
- Enthusiasm for history, with previous work experience in tourism, tour, history field a plus.
- Must be 16 years of age or older to apply