

Parks and Recreation Tour Guide

Summary of Duties:

Conducts tours of Grand Caverns as scheduled, assists park visitors, operates the cash register and performs general office work as assigned by the Parks and Recreation Lead Tour Guide/Staff. Work requires initiative, resourcefulness for proper disposition and execution of tasks, and a view toward conserving time.

Description of Work:

1. Conduct accurate and timely tours as scheduled;
2. Operate cash register and assist in maintenance of Gift Shop area, inventory, stocking/displaying merchandise and tourist information;
3. Answer phones and take messages as necessary;
4. Assist visitors by providing information about Grand Caverns, or other attractions/restaurants/lodging;
5. Enforce park rules and regulations;
6. Suggest additions, alternatives, and programs necessary to enhance park or visitor security/safety;
7. Report public comments and/or complaints to the Parks and Recreation Specialist or Parks and Recreation Lead Tour Guide/Staff;
8. Perform other duties as assigned.

Acceptable Experience/Training:

Ability to effectively deal courteously and tactfully with the public and to present an accurate tour in a timely fashion; ability to work with other staff members and to perform duties with minimal supervision; ability to work in indoor and outdoor conditions; ability to speak well in public. Must be able to carry up to 50 lbs. Knowledge of general park operations preferred.