



Basement Tour Guide Job Description

Category: Part-time (May through October)

Pay Type: Hourly

Schedule: Flexible (weekday and weekend shifts available)

Direct Supervisor: Curator & Museum Manager

Description:

Basement Tour Guides facilitate for our guests the unique experience of visiting the Lucknow mansion's lower level, while ensuring that they have a safe, enjoyable, and rewarding experience. Tour guides are responsible for providing a personable and professional presentation of the mansion's working hub on a one hour walking tour, while engaging guests in an informative and interactive manner. Tour guides provide a wealth of information (the history and construction of the estate, the ultra-modern appliances and amenities enjoyed by the owners, and a look at the experience of the house staff that once lived and worked in the home), and answer any questions our guests might have to the best of their ability.

Qualifications:

Excellent communication abilities, a positive attitude, a commitment to the educational mission of Castle in the Clouds, and a desire to work with the public. An interest in history, architecture, and/or decorative arts. Prior knowledge of the Lucknow estate and Plant family are not required, but a prospective basement tour guide should have a desire and willingness to learn (training will be provided) with the goal of communicating that history accurately and effectively to visitors. A friendly demeanor and the ability to work as part of a team. Public speaking experience is a plus. Education experience or historic site experience preferred, but not necessary.

Essential Duties and Responsibilities include but are not limited to:

- Greet all guests promptly at scheduled tour times.
- Outline the tour and timeline before beginning, and determine if any guests have physical restrictions that should be considered.
- Communicate effectively and pleasantly with guests, providing information in a professional and engaging manner.
- Escort guests through the tour, answering any questions to the best of your ability.
- Keep the tour moving on schedule while still being considerate to guests.
- Demonstrate extensive knowledge of the estate and related topics.

Job requires standing and walking and standing for extended periods. Team members may experience varying climate conditions within the house museum and orientation space depending on the season, and are encouraged to dress accordingly.