



Museum Guide Job Description

Category: Part-time or full-time, Seasonal (May through October)

Pay Type: Hourly

Schedule: Flexible (8 to 40 hours per week, weekday and weekend shifts available)

Direct Supervisor: Curator & Museum Manager

Description:

Museum Guides are a critical part of the Castle in the Clouds museum team. Along with Volunteer Docents, they are the face of the historic Lucknow estate and its ambassadors to the public. Museum Guides are responsible for providing an orientation presentation for all visitors arriving at the house museum, communicating with visitors and answering their questions during their self-guided tours, orienting visitors with the house layout, and ensuring that they have a safe, enjoyable, and rewarding experience. Museum Guides also provide an important service in keeping the house museum and its collections secure while open to the public.

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 museum 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 a plus. Education experience or historic site experience preferred, but not necessary.

Essential Duties and Responsibilities include but are not limited to:

- Following an approved script, deliver a brief orientation presentation for groups of visitors, providing information about the house museum and the estate's history.
- Act as a Guide at various interpretive stations throughout the house museum, as directed by the Floor Manager.
- Communicate effectively and pleasantly with visitors: greeting them, providing guidance and orientation, and directing them to interpretive resources (labels and other printed interpretive materials).
- Work effectively as part of an interpretive team with other Museum Guides and Volunteer Docents.
- Occasional assistance greeting and orienting tour groups as they arrive on property.
- Occasional assistance with guiding school group activities and educational programs.
- Attend paid Museum Guide trainings and workshops and complete assigned readings during training period.
- Arrive on time for shifts; arrange for substitute guides in advance in the event of a planned absence.
- Other duties as requested by the Floor Manager or Curator & Museum Manager.

Job requires standing and walking around the museum 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.