



Group Tour Assistant Volunteer Job Description

Direct Supervisor: Office Coordinator

Description: Group Tour Assistant volunteers provide help with coordinating the many group tours that occur throughout the season at Castle in the Clouds. Group Tour Assistant Volunteers work with the Office Manager to greet the scheduled bus tours that come on-site to tour Lucknow Mansion. This person must be willing to direct the bus to the appropriate parking area, inform the tour guide where to report their final numbers, greet all the tour guests, and inform them of where they need to be/go throughout their stay on-site. This person must be able to use the walkie-talkie radio to communicate with staff and ask for trolleys to bring guests from the bus to the Lucknow Mansion.

Essential Duties and Responsibilities include but are not limited to

- Meet and direct the tour bus out in the larger vehicle parking area by the bathroom building.
- Using the walkie-talkie radio, announce the arrival of the tour group on-site.
- Introduce yourself to the tour guide and make sure they know to stop at the gift shop to finalize their final attendance.
- Greet tour group guests and encourage them to go to the bathroom prior to going up to Lucknow Mansion.
- Inform guests and tour guide of the rules for the group tour for that day (which tour groups they are on, directions to all pertinent buildings and activities, and how to get to and from Lucknow Mansion via trolley.
- Divide the guests into groups, if needed, to board the trolleys to Lucknow Mansion.

Qualifications:

Education/Experience

Skills/Abilities

- Friendliness
- Ability to listen and provide clear instructions to guide and guests
- Good communication skills
- Good customer service skills
- Experience working with the public

Other Qualifications:

- Have a general knowledge of information regarding the estate, events, and schedules
- Understanding of how group tours are managed by Castle in the Clouds, who the contact is for payment/contract, and how group tours move around the venue.

Training: Specific training/directions will be provided for each office task requested.

Requirements: The Volunteer Coordinator will let you know when group tours are scheduled throughout the season.

Volunteer Benefits are awarded based on accrued hourly milestones.