

**Milledgeville-Baldwin Convention & Visitors Bureau
Job Description**

Position Title: Tour Guide
Reports To: Visitor Services Manager; Executive Director
Status: Part-time; 3-6 hours per month
Rate of Pay: \$25 per hour

Summary: The Tour Guide position leads a guided tour of Milledgeville's general history and key historic sites while providing guests with background information to help them make the most of their visit. The Trolley Guide works closely in partnership with the Visitor Services Manager and Trolley Driver team to oversee and ensure a welcoming experience for visitors to the Milledgeville-Baldwin community.

Responsibilities include:

- Reading, learning, and presenting orally a tour script provided by the MBCCVB.
- Sharing the history and culture of Milledgeville through guided tours of key attraction locations.
- Offering sightseeing advice on Milledgeville-Baldwin County.
- Overseeing the daily visitor experience with a focus on ensuring positive and efficient visitor interaction.
- Overseeing the respectful demeanor and behavior of tour guests in historic attraction spaces.
- Maintaining a timely tour and schedule route.
- Assisting passengers with getting on and off the trolley when required.
- Ensuring the safety of all passengers and in case of emergency providing appropriate support by dialing 911 and reporting all accidents or incidents to the Visitor Services Manager.

Skill & abilities:

Potential tour guides should be moderately fit and healthy with lots of energy and confidence, be able to work effectively without supervision, possess a calm 'customer-focused' manner, utilize problem-solving abilities in a fast-paced dynamic, and have excellent interpersonal skills. First aid skills are a bonus.

- A positive and hospitable demeanor
- Excellent communication skills
- Listens well for clarification
- High ethical standards
- Professionalism

Physical demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Employee must be able to lift and carry 20 lbs.
- Employee must be able to navigate stairs.
- Employee must be able to perform additional duties as required.