

The Valentine Employee Job Description

Position Title: Tour Guide¹

FLSA Status: Non-Exempt²

Job Objective: Valentine Tour Guides conduct Richmond History Tours that engage a diverse audience in learning about Richmond's history on walking and bus tours. As ambassadors for the city and the Valentine Museum, Tour Guides are responsible for interpreting Richmond's history for residents, visitors, students, and private groups, encouraging them to make new discoveries and historical connections through tours of the city's sites and neighborhoods. Tour Guides work approximately 6-15 hours per month, scheduled as needed, including weekend and evening hours.

Reporting Supervisor: Adult Programs and Tours Manager

Positions Supervised: None

Job Responsibilities and Duties:

1. Educate and engage a diverse audience with Richmond history.
2. Professionally represent the Valentine to the public, including students, adults and private groups.
3. Strive to engage tour attendees in an active and conversational experience which sparks curiosity and prompts personal connections.
4. Direct and manage visitors skillfully, be flexible, and deliver customer service with personable and knowledgeable attitude.
5. Conduct research and contribute new tour content to the Richmond History Tours Program, utilizing current scholarship, inclusive language, and diverse perspectives on the city's history.
6. To the best of your ability ensure the safety and security of tour attendees and museum equipment while leading tours.
7. Report promptly for scheduled tours 30 minutes prior to the tour start time.
8. Handle tour registration and tickets, make change for tour attendees when necessary, keep accurate attendance and payment records.
9. Attend and arrive on time for all required meetings, including Quarterly Staff Meetings, regular training sessions and programs, and show commitment to the monthly tour schedule.

¹ DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

² FLSA stands for the Fair Labor Standards Act, which was enacted by Congress in 1938 and is under Federal Wage and Hour statutes. The Fair Labor Standards Act uses the terms exempt and nonexempt to describe work that is included (nonexempt) or not included (exempt) in the Act's overtime and record-keeping provisions. The Act requires that overtime (payment for hours worked in excess of 40 hours in one week) be paid to employees performing nonexempt work.

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10. Take pride in your work, show a commitment to the mission of the Valentine and sharing Richmond's history, actively continue to develop your skills and knowledge, and play a role in the continued improvement of the tours program and Public Programs Department.
11. Commit to a minimum of 2 tours per month during the Public Tour Season (April-December).

Qualifications

1. Bachelor's degree preferred in History, Education, Art History, Museum Studies, Theater or a related field.
2. Experience working with the public in an educational or professional setting, proven ability to work with others, and strong oral and written communication skills.
3. Prior completion of Richmond Region Tourism's Ambassador Academy or Valentine Guide School required.
4. Spanish or multi-language fluency a plus.

Physical Demands:

The Tour Guide must be physically able to stand and walk with a group for two hours or longer and be able to climb stairs, walk uneven pavement and hilly landscape and board school buses and mini-buses/motorcoaches and address an audience. While performing the duties of this position, the Tour Guide is regularly required to reach with hands and arms, speak for extended periods of time and listen. The Tour Guide may be occasionally asked to lift and carry objects such as tour brochures and other printed material, a sound system, photographs, first aid kit weighing up to 20 pounds. Specific vision abilities required by this position include close vision and the ability to focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation & Work Hours

1. Part-time hourly position, scheduled as needed for programs, including weekend and evenings. Hours per week will vary.
2. Wage commensurate with experience, \$12 - \$15 per hour.

The mission of the Valentine is to engage, educate, and challenge a diverse audience by collecting, preserving, and interpreting Richmond's history.