Ghost Tour Guide - Seasonal
Supervisor: Director of Visitor Services

Overview:
Lead individual and group tours.

Responsibilities:
• Conducting tours that relay the history and significance of The Mount in an informative and engaging manner.
• Craft and adapt ghost tour content and execution methods, adapting to new developments.
• Monitoring visitors for security and safety purposes and responding calmly and professionally to emergencies when they arise.
• Actively participate in tour guide training and other opportunities in order to expand knowledge of the site and strengthen interpretive skills.
• Attend meetings as needed.
• Other duties as assigned.

Necessary Knowledge, Skills and Abilities:
• Fluency in Spanish preferred
• A positive work attitude.
• Ability to work well with a team.
• Flexible with the ability to multi-task in a highly demanding and sometimes stressful environment.
• Experience in guiding and/or public speaking and enjoy working with people of a range of ages and backgrounds.
• Regular and timely attendance
• Able to receive constructive feedback in any given situation.

Education:
High School Diploma (or GED or High School Equivalence Certificate) preferred

Special Requirements:
Must be available to work any day of the week including holidays.

Physical Demands:
The employee is regularly required to sit and stand; push and pull with force. The employee is occasionally required to climb and stoop; reach with hands and arms; use hand to finger objects and controls. The employee may occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and peripheral vision; reading of written, printed, or computer screen data.
Note:
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.