

State Preservation Board

Posting #217-017

Seasonal Tour Guides - 7 positions

Job Type: **Temporary, Part-Time 20 hours per week, one weekend a month;**

beginning mid - January

Posting Dates: November 8, 2016 - December 5, 2016

Hiring Rate: \$10.25 /hourly

Tour Guides serve as an information resource and tour guide for callers and visitors to the Texas Capitol. They conduct tours throughout the Capitol and Capitol Extension, and convey information relating to Texas history and the logistics of the Capitol and basic legislative processes of state government. They assist in the Capitol Tour Guide Office, answering the phone, responding to inquiries and directing callers and visitors appropriately in the Capitol Complex. Tour Guides display excellent verbal communications skills; sound judgment and maintain a professional, respectful, and service-oriented focus. **Must be available to work one weekend a month and holidays.**

- Conduct factual tours of the Capitol and Capitol Extension consistent with the Tour Guide information packet. Educate and inform visitors regarding specialized knowledge including select art collections, Texas history, the Texas Capitol and Capitol Complex including the architecture, construction and restoration of the Capitol.
- Learn appropriate material to conduct grade specific, seasonal and specialty tours.
- Meet, greet and lead large tour groups of various ages in the established tour time allotted.
- Respond constructively and positively and remain flexible to visitor feedback.
- Display sound judgment in promptly handling any customer concerns and complaints.
- Adhere to the approved dress code and maintain hygiene.
- Respond appropriately and accurately to inquiries concerning the Capitol; routinely provide directions and other information.
- Direct tour groups in a manner that is conducive to the business atmosphere of the Capitol, effectively preventing the blocking of halls, doorways, and stairs, and by controlling noise level.
- Provide logistical information from an information cart stationed near the bus stop on the east grounds during peak tour group season or upon request.
- Operate wheelchair lifts safely and efficiently in the House and Senate chambers. Demonstrate sensitivity, awareness and assistance to visitors with disabilities as required by the Americans With Disabilities Act.
- Conduct research on state history and government, providing significant information in response to inquiries.
- Assist with the Information and Tour Guide Desk, responding to callers and visitors in a helpful, polite manner. Keep the front desk stocked with brochures.
- Staff desks in the Senate Chamber and third floor north wing corridor for the time allotted. Enforce the rules of the House and Senate Chambers and Galleries.
- Occasionally assist in the Capitol Visitors Center, conducting tours of the CVC and greeting visitors. May assist with scheduling, coordinating and organizing large tours of the Capitol.
- Conduct minimum of 2 tours per 4 hour shift, which may include conducting specialty and school tours.
- Conduct tours of the Governor's Mansion using scripted information.
- Demonstrate knowledge and continuing compliance with all applicable safety rules, standards, and the Capitol's emergency procedures and building evacuation plan.
- Regular attendance is an essential job duty for all SPB positions.
- Perform all duties as assigned in a manner that promotes public confidence in the SPB and its staff.

Minimum Qualifications:

- At least six months of experience in customer service
- Demonstrated ability to communicate in English to large groups
- Demonstrated ability to follow moderately complex instructions verbally & in writing, & perform mentally demanding duties
- Demonstrated ability to walk throughout the Capitol and Capitol Extension daily
- An interest in Texas history and the Texas Capitol; a high school diploma.

Preferred Qualifications:

- Demonstrated ability to research relevant topics and communicate findings
- Experience working with children

An Equal Employment Opportunity Employer

- Acquired and/or applied knowledge of Texas History and material relating the Texas Capitol.
- Fluency in a foreign language is highly desirable.

To Apply:

Submit a State of Texas application to SPB by close of business November 29 via:

Email: TSPB.Employment@tspb.texas.gov

Fax: (512) 463-3372 **Mail or in person to:** 201 E. 14th Street, Suite 950, Austin, Texas, 78701

For more information or assistance call Staff Services: (512) 463-5495

Applications must be received by the close of business on the final day of the posting for consideration. Only candidates selected for an interview will be contacted.

State Job Title: Clerk I

Classification: 0053

Salary Group: A-05

VETERANS:

Military Occupational Specialty Codes (MOS): 56M-Chaplains Assistant, RP- Religious Program Specialist, YN-Yeoman, 0111- Administrative Specialist, or 3A1X1- Administration

Veterans with other related MOS or additional duties pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Use your military skills to qualify for this position or other jobs. Go to www.texasskillstowork.com to translate your military work experience and training into civilian job terms, qualifications and skill sets.

EEO Statement:

The State Preservation Board is an equal opportunity employer and welcomes all qualified applicants without regard to national origin, race, color, religion, age, sex, sexual orientation, disability, or Veteran status. In compliance with the Americans with Disabilities Act (ADAA), if you require reasonable accommodation in the interview and selection process, please call the agency's ADA Coordinator at (512) 475-4992.