

### **Tour Guides at Rose Hill Mansion**

Tour guides are key members of a small team that is responsible for the ongoing interpretation of Rose Hill Mansion. Based in the Carriage House Visitor Center and Gift Shop, tour guides are the first staff members that visitors encounter and set the tone for the overall visitor experience at Rose Hill. Tour guides are supervised by the Visitor Services and Programs Manager. Rose Hill's operational hours are Tuesdays through Sundays from May 1 to October 31. The positions are seasonal and part-time.

#### Specific Responsibilities

- Conduct guided tours of Rose Hill Mansion for people of all ages.
- Assist with managing of the Carriage House Visitor Center and Gift Shop. Duties include, but are not limited to, welcoming and orientating visitors, completing ticketing and gift shop transactions, answering the phone, and providing information to visitors (recommending restaurants, giving directions, etc.).
- Assist with other Historic Geneva programs and other activities as assigned by the Visitor Services and Programs Manager and Executive Director.

#### Qualifications

- Previous experience teaching and/ or giving tours.
- Strong communication and customer service skills.
- Ability to use a variety of office equipment, including a computer and credit card terminal.
- Work well with other staff members.
- Enjoy interacting with the public.
- Available to work weekends.
- Must be able to comply with all COVID-19 rules and regulations