

TEN CHIMNEYS FOUNDATION 2010 JOB DESCRIPTION

POSITION: TOUR ASSISTANT

REPORTS TO: VOLUNTEER MANAGER

WORK WEEK: SEASONAL, PART-TIME, MAY THROUGH MID-NOVEMBER

POSITION SUMMARY

The Tour Assistant is a seasonal, part-time position that assists in tour operations. Because of the highly public nature of this position, a warm, gracious personality and positive attitude are essential. The Tour Assistant expertly manages the flow of the tour schedule, including checking-in docents and shadows, keeping in contact with the front desk regarding guest issues, communicating with the shuttle drivers, and gathering together guests for their tours at the appropriate time. This position covers the hours of tour operation, beginning one hour prior to the start of the first tour of the day, and ending after the final tour of the day has been called, generally 9:00 am-3:00 pm.

JOB DESCRIPTION

- Open the lobby upon arrival
- Monitor volunteer keys on a daily basis and report any inconsistencies to the Volunteer Manager
- Check-in docents and shadows as they arrive (usually every 15 minutes)
- Expertly monitor the timing and flow of tours throughout the day, troubleshooting with the Guest Services Manager and Manager on Duty when issues arise and making adjustments to the tour schedule as necessary
- When needed, assist guests with handbag and/or personal item storage
- In a timely manner, inform docents, shadows, and shuttle drivers about any anomalies in the tour schedule and/or about any guest issues affecting the tours (i.e. guests with mobility challenges, tours running late, etc.)
- Gather together guests for their tours at the appropriate time; graciously prepare guests for the tour experience (i.e. introduce the docent and shadow, offer tour reminders, etc.)
- Make confirmation calls to docents and shadows who are scheduled for the next day
- Assist the Volunteer Manager with calls to docents and shadows to fill holes in the schedule
- Shadow tours as appropriate in emergency situations
- Provide gracious help wherever needed to ensure guest satisfaction
- Other tasks as assigned by the Volunteer Manager (i.e. laundering archival gloves, preparing the daily tour schedule, straightening and stocking the volunteer lounge, etc.)

SPECIFIC SKILLS AND QUALITIES REQUIRED

- Certified in CPR (training provided by Ten Chimneys Foundation)
- Excellent verbal and nonverbal communication skills
- A gracious, professional manner and attire, and a warm personality
- An understanding of the importance of confidentiality and the ability to respect personal boundaries
- Ability to proactively anticipate and fulfill guest needs and wants, and react appropriately
- A willingness to learn and have a sense of fun
- Beginner-moderate computer skills (familiarity with windows operating environment, willingness and ability to learn scheduling software, etc.)
- Ability to adapt as our organization grows and changes
- Ability to courteously speak to and direct guests
- Ability to negotiate stairs and stone paths, and walk/stand for at least 90 minutes

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REQUIREMENTS OF ALL FOUNDATION STAFF

- Respects the values that guide the organization. These values, modeled by the estate's creators, include: Passion and the pursuit of excellence; Whimsy, humor, and fun; Attention to detail and dedication to craft; Creativity, vision, and focus; Integrity and courage; Graciousness and civility; Lasting relationships and loyalty; Mentoring and nurturing; Reflection and retreat; Social consciousness; and an integrated, balanced life.
- Celebrates the collaborative environment. Actively listens and gives honest, constructive feedback.
- Embraces the review of work, projects, and ideas. Accepts and values that all major work product is reviewed by at least one other appropriate team member. Sees the connection between this process and the "Ten Chimneys Values" (previously listed).
- Works both independently and as part of a team with modest in-house administrative support.
- Performs other duties as assigned by supervisors. Assists the team with tasks that fall outside the duties and responsibilities listed in individual job description.
- Graciously welcomes all guests, whether in person or on the phone.
- Thinks ahead and proactively plans projects in order to maintain smooth operations.
- Respects and communicates personal limitations regarding ability to complete projects.
- Keeps public spaces presentable at all times.
- Clearly communicates updates to fellow staff members in a timely manner.
- Remains current on Ten Chimneys Foundation information in order to be a strong organizational advocate.
- Has basic understanding of major software used by the Foundation. Enters new information in a timely, accurate fashion.
- Completes and submits Ten Chimneys staff forms (time sheets, etc.) as needed and in a timely fashion.
- Appropriately and sensitively plans for all scheduled off-time.