



## TOUR GUIDE JOB DESCRIPTION

**Title:** Woodrow Wilson House Guide  
**Division:** Preservation  
**Department:** Historic Sites  
**Office:** Woodrow Wilson House  
**Supervisor:** Senior Manager of Business and Operations  
**Grade:** Hourly   **OT Status:** Non- Exempt   **Budget Status:** Core

### JOB SUMMARY

Each Museum Guide presents The President Woodrow Wilson House and the National Trust for Historic Preservation to the visiting public through guided tours and educational programs to convey a greater understanding of President Woodrow Wilson, his public and private life, and his ideals. Each Guide is also responsible to assist visitors with ticketing and sales in the Gift Shop.

### DUTIES

- Interpret the House, its architecture, landscape or artifacts through interactive experiential tours that encourage visitors to better understand and appreciate the site within historical and contemporary contexts.
- Engage visitors in active observation, discussion and synthesis during guided tours.
- Respond to different groups of visitors (adults, school children, families) by varying tour content and techniques as appropriate.
- Convey the mission of the House and the National Trust for Historic Preservation, including announcing current initiatives and upcoming programs and events.
- Assist in providing collections security (building, objects, grounds) and visitor safety, responding calmly and professionally to emergencies and promptly notifying supervisor of incidents or unsafe conditions.
- Responsible for the daily opening/set-up/closing duties of the house and public spaces of the site for tours, programs and events in accordance with procedures established by the House and the National Trust.
- Monitor appearance of common areas in the building and gallery and alert maintenance or management staff as appropriate.
- Serve as front desk receptionist, answering and routing incoming calls and greeting and assisting visitors in a professional and courteous manner.
- In the Gift Shop, demonstrate product knowledge to assist customers/visitors, whether with shop purchases using register system, questions, directions or other needs, providing accurate information to the public.
- Assist with ticketing and site admissions functions as required.
- Re-stock Gift Shop merchandise as needed, helping to maintain an orderly and attractive store and an organized stockroom, including dusting and cleaning as needed.

- Provide exceptional customer service to all House guests and interact positively and professionally with all House colleagues.
- Accept and secure on-site donations.
- Attend all required in-service training sessions and contribute insights drawn from tour experiences and visitor response. Participate actively in training programs and other opportunities in order to expand site knowledge and strengthen interpretive skills.
- Assist as needed with educational activities, special events and other additional duties and responsibilities.
- Assist with set-up, clean-up and other logistics for programs and special events, as needed.
- Assist with the Guide program, including helping with logistics for new guide training, continuing education, as needed.

## **QUALIFICATIONS**

- Effective and engaging presentation skills, tempered with the ability of succinct expression. Excellent verbal and written communication skills, with ability to speak and read English fluently. Bi-lingual fluency (in English and another language) a plus.
- Guides are expected to dress professionally (business casual acceptable, closed-toed shoes required) reflecting museum's public facing role.
- Some experience in public speaking, acting and presenting educational or promotional information to the public or other customer service role. Previous experience as an educator, guide, tour leader or related role preferred; experience in a museum or historic or cultural setting a plus.
- Knowledge of and enthusiasm for history, architecture or other cultural topics related to the site preferred.
- Demonstrated ability to engage effectively with culturally diverse audiences, and audiences of varying age.
- Basic problem-solving skills, including issue identification and prioritization.
- Ability to adapt and be flexible in a dynamic work environment.
- Ability to continually develop skills related to use of rapidly changing technology and communications best practices.
- Ability to work weekends and some holidays desirable
- Physical requirements include but are not limited to: ability to stand for periods up to three hours, to speak at an acceptable volume for group presentations, and to climb stairs.
- Two years of college or equivalent work experience in historic site interpretation, acting, teaching or other related field required; studies in history, architecture or other topics related to specific site programs preferred.

**To apply for the Tour Guide position, please apply through the National Trust for Historic Preservation job portal.**