

THE MOUNT

EDITH WHARTON'S HOME

Visitor Services Associate – Seasonal

Supervisor: Director of Visitor Services

Overview:

Visitor Services Associates are responsible for interpreting the main house and garden of The Mount to the public. They lead 50-minute individual and group tours, greet visitors arriving for a tour, assist self-guided visitors, and answer questions. As the first point of contact on the property, the Visitor Service Associate working at the Ticket Booth must provide excellent customer service in distributing tickets and event information for The Mount.

Responsibilities – Tour Guide:

- Welcoming the public and directing visitors to the garden, bookstore, café, facilities, etc.
- Conducting tours that relay the history and significance of The Mount in an informative and engaging manner.
- Assisting self-guided visitors with their questions and directions through the house.
- Monitor visitors for security and safety purposes and responding calmly and professionally to emergencies when they arise.
- Providing “traffic control” between tour groups when needed.
- Assisting the Visitor Services and House Managers with daily opening and closing procedures, including completing the security inventory.

Responsibilities – Ticket Booth:

- Perform opening and closing procedures.
- Ability to work with a point of sale (POS) system.
- Welcome the public, sell tickets, explain tour schedules and parking availability.
- Direct visitors to the mansion, gardens, bookstore, café, and administrative offices.
- Greet group tours as they arrive and process payment when appropriate.
- Open and close the stables as necessary including checking the rest rooms and signage for any problems.
- Give basic local directions to visitors.
- Provide callers with current event information.
- Secure zip code data from visitors.

Responsibilities – General:

- Assist with special programs or events as requested and filling in at the Bookstore when necessary.
- 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:

- A positive work attitude.
- Proficiency in Spanish desirable
- Ability to work well with a team.

- Flexible with the ability to multi-task in a highly demanding and sometimes stressful environment.
- Ability to work in an isolated 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)

At least one year of college 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 must 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.

The organization is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.