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## **Mayowood Tour Guide**

The History Center of Olmsted County (HCOC) is seeking enthusiastic, energetic individuals to join our team as tour guides at Mayowood Historic Home. Tour guides provide engaging and educational tours of Mayowood by using a variety of interpretive techniques to present historical information to the public about Mayowood Historic Home and the three generations of Mayo families that lived there. This is a part-time, seasonal (April-December), hourly (\$14.53), non-exempt position which averages two to four days a week. This position is a great opportunity for individuals with an interest in history, performance, or public speaking.

### **Specific duties include:**

- Lead inspiring and educational tours of Mayowood Historic Home ensuring visitors' experiences are enjoyable and educational.
- Provide visitors with accurate information, stories, and anecdotes related to Mayowood and the Mayo Family learned from site handbook and HCOC program related materials.
- Use clear and concise communication to effectively convey information to visitors.
- Adapt tour content and delivery to meet the needs of the diverse audiences who visit Mayowood Historic Home.
- Answer questions from visitors and provide additional information as needed.
- Manage the time and pace of the tour to ensure a smooth and enjoyable experience for all visitors.
- Ensure the safety and well-being of all tour participants, maintaining a calm and orderly environment through the duration of the tour.
- Maintain a professional and friendly demeanor while interacting with visitors and staff.
- Follow and enforce all Mayowood policies.
- Preserve and protect the Mayowood Collection by monitoring visitors' interaction with the collection while on tour.
- Standing and walking for an extended period of time; including walking up and down steps.
- Collaborate with other tour guides to create a seamless visitor experience and contribute to the overall success of Mayowood Historic Home.
- Updating and modifying guided tour as new and relevant information becomes available and for changing exhibits.
- Actively participate in training and staff meetings to expand knowledge of Mayowood and strengthen interpretive technique.
- Other duties as assigned.

## **Required Qualifications**

- High school diploma or equivalent.
- Strong customer service experience and skills.
- Strong oral communication skills.
- Ability to manage time effectively.
- Experience working with diverse audiences of differing cultural backgrounds, ages and abilities.
- Ability to speak in front of large groups.
- Ability to master program information and program activities.
- Ability to work as a team to accomplish varied responsibilities.
- Ability to walk up and down stairs and stand for long periods during a 7-hour day.
- Must be able to work a varied schedule of days during the week and weekends.

## **Desired Competencies**

- Some college course work in history.
- Demonstrated experience learning and applying a variety of interpretive techniques.
- Demonstrated experience in museum interpretation, theatrical performance or storytelling.
- Knowledge of Olmsted County history and Mayo history.

## **Desired Characteristics**

- Flexible to changes in schedule and assignment.
- Growth mindset and adaptability.

## **How to Apply**

Please email a cover letter, and resume to [Mayowood@olmstedhistory.com](mailto:Mayowood@olmstedhistory.com)