

Job Title: Buffalo Bayou Park Cistern Tour Guide Attendant
Status: Part-Time (22-30 hours/week)
Pay Rate: \$12.20/hour
Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor
Location: Wortham Insurance Visitors Center, 105 Sabine Street

Weekly Shifts Schedule:

10:00 a.m. – 2:00 p.m. Wednesdays as needed.
2:30 p.m. – 7:00 p.m. Wednesday - Friday
10:00 a.m. – 7:00 p.m. Saturdays & Sundays (morning and/or afternoon shifts)

Buffalo Bayou Park Cistern Tour Guide Attendant

Buffalo Bayou Park is seeking motivated individuals to serve as a Cistern Tour Guide Attendant for part time work (22-30 hours/week); requires availability for evening, weekend and holiday shifts. The Cistern Tour Guide Attendant will be responsible for conducting history tours of the Cistern, a former drinking water reservoir built in 1926 which was restored by Buffalo Bayou Park. He/She will also be responsible for guiding guests through site specific art installations by world-renowned artists.

Buffalo Bayou Park Summary

Buffalo Bayou Park offers 160 acres of beautiful scenery and skyline views, artwork, a nature play area, the “go-to” dog park in the city, hike and bike trails, and gathering places for visitors to enjoy outdoor activities as well as live, artistic performances. Stretching from Shepherd Drive to Sabine Street between Allen Parkway and Memorial Drive, it is fulfilling its potential as one of Houston’s most iconic green spaces and one of the country’s great urban parks.

Buffalo Bayou Partnership (BBP)

Founded in 1986, BBP is the non-profit organization revitalizing and transforming Buffalo Bayou, Houston’s most significant natural resource. BBP protects land for future parks and trails, coordinates other natural and built bayou enhancements, and sponsors wide ranging events, boating activities and public art installations to attract Houstonians and visitors to the bayou’s shores. BBP also maintains and operates the newly renovated Buffalo Bayou Park.

Position Duties and Responsibilities:

Visitor Assistance

- Sell admission tickets using an online system for phone purchases or walk-up sales
- Scan tickets for Cistern entry and properly execute guest check-in for admission
- Interact with and guide visitors through a tour of the Cistern space while abiding by the tour schedule
- Be responsible for tour groups at all times ensuring that the group stays together for the duration of the tour
- Monitor all areas of the Cistern at the beginning and end of each day as well prior to the start and after the conclusion of each tour

- Maintain tour records
- Responsible for knowledge of the Cistern, Buffalo Bayou Park and Buffalo Bayou Partnership
- Be familiar with Buffalo Bayou Partnership's programs, mission, and work in the area
- Cross-trained to assist with front desk responsibilities at Visitor Centers

General Facility Upkeep

- Sweep and/or mop the Cistern entrance
- Unlock Cistern doors, turn on lights, prepare venue for tours. Turn on and off projectors when needed so Cistern is properly prepared for tours
- Assist with other duties as assigned

Knowledge, Skills, and Abilities

- Strong public speaking skills
- Ability to memorize, retain, and relay large pieces of information
- Ability to communicate effectively with individuals of varying ages as well as social and cultural backgrounds
- Ability to work weekends, evenings, and holidays
- Ability to understand and follow standard operating procedures
- Ability to read, understand, and complete written and verbal requests and work assignments
- Ability to provide excellent customer service
- Ability to represent the park with a high level of integrity and professionalism, adhere to park policies and support management decisions in a positive, professional manner
- Dependability, flexibility, and adaptability in a dynamic environment
- Must have the ability to be both friendly and authoritative
- Bilingual a plus but not required
- Interest in architecture, art, parks & rec, natural environments a plus

Required Educational and Physical Abilities

High school diploma or GED with customer service work experience, or any other combination of experience that provides the required knowledge, skills, and abilities may be considered.

- Must be able to lift up to 50lbs
- Work is performed in both indoor and outdoor environments

Please submit resumes to:

Gina Marano, Venue & Visitor Services Supervisor
 Buffalo Bayou Partnership
 105 Sabine Street
 Houston, Texas 77002
gmarano@buffalobayou.org
 No phone calls please.

Buffalo Bayou Partnership is an Equal Opportunity Employer.