

Job Title: Buffalo Bayou Park Cistern Tour Guide /Visitor Center Attendant
Status: Part-Time (15-30 hours/week)
Pay Rate: \$12.50/hour
Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor
Location: Wortham Insurance Visitors Center, 105 Sabine Street
Days/Hours: 10:00 a.m. – 6:00 p.m. Thursdays - Sundays

Buffalo Bayou Park Cistern Tour Guide Attendant

Buffalo Bayou Park is seeking motivated individuals to serve as a Cistern Tour Guide and Visitor Center Attendant for part time work (15-30 hours/week); requires availability for weekend and some 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 working as the front desk attendant at both Lost Lake and The Water Works Visitors Centers and assists visitors to the park by answering questions about the park features and services.

Buffalo Bayou Partnership

Founded in 1986, Buffalo Bayou Partnership (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.

Buffalo Bayou Park Summary

BBP oversees Buffalo Bayou Park, a 160-acre 2.3-mile greenspace between Shepherd Drive and Sabine Street just outside downtown Houston. The organization maintains and operates the park under a long-term contract with the Downtown Tax Increment Reinvestment Zone (TIRZ) #3. The park has a mix of activity focused on outdoor recreational and environmental stewardship. In addition, the park is the site for:

- Numerous events and festivals
- Revenue-generated amenities and concessions (canoe/kayak and bike rentals, food trucks, etc.)
- Two visitor centers with one housing a café and special event space, operated by an independent restaurant group
- Temporary art space that features installations by internationally known artists

Cistern Tours

- Lead public and private history tours of The Buffalo Bayou Park Cistern
- Sell and scan admission tickets using an online system or walk-up sales
- Interact with and guide visitors through a tour of the Cistern space
- 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
- Responsible for knowledge of the Cistern, Buffalo Bayou Park and Buffalo Bayou Partnership

Visitor Assistance

- Maintain tour records
- Be familiar with Buffalo Bayou Partnership's programs, mission, and work in the area
- Creatively and actively interact with visitors to The Water Works and Lost Lake Visitor Centers
- Answer phones, transfer calls and answer questions about BBP and Buffalo Bayou Park
- Assist park patrons – walk in's by supplying information about park features and services
- Sell tickets for and check people into the Cistern tours
- Provides check-out for boutique items

Knowledge, Skills, and Abilities

- Strong public speaking skills
- Bilingual a plus but not required
- 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, some evening, 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
- 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 20 lbs
- Work is performed in both indoor and outdoor environments

Please submit resumes to:

Heather Hinzie, Venue & Visitor Services Supervisor
Buffalo Bayou Partnership
105 Sabine Street
Houston, Texas 77002
hhinzie@buffalobayou.org
No phone calls please.

Buffalo Bayou Partnership is an Equal Opportunity Employer.