

Job Title: Buffalo Bayou Park Cistern Tour Guide & Visitor Center Attendant

Status: Part-Time (up to 30 hours/week)

Pay Rate: \$15/hour

Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor

Location: Wortham Insurance Visitors Center, 105 Sabine Street

Weekly Shifts Schedule:

9:00 a.m. – 6:00 p.m. Monday – Wednesday

8:00 a.m. – 8:00 p.m. Thursday - Sundays

Buffalo Bayou Park Cistern Tour Guide & Visitor Center Attendant

Buffalo Bayou Park is seeking a motivated individual to serve as a Cistern Tour Guide and Visitor Center Attendant for part time work (8-30 hours/week). Requires availability for evening, weekend, and some holiday shifts. The Cistern Tour Guide & Visitor Center Attendant will be responsible for conducting history tours the Cistern, a former drinking water reservoir built in 1926 which was restored by Buffalo Bayou Park. He/She/They 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:

- Interact with and lead visitors through a scripted tour of the Cistern space
- Sell admission tickets, update reservations, and check guests in using an online system
- Creatively and proactively interact with guests at The Water Works and Lost Lake Visitor Centers and throughout the park by supplying information about park features and services
- Maintain past and ongoing knowledge of the Cistern, Buffalo Bayou Park, and BBP
- Answer phones, transfer calls, and answer questions about Buffalo Bayou Park and BBP
- Maintain cleanliness of the Cistern and Visitor Centers, including exterior areas and tables - check surrounding facilities and alert park staff of maintenance needs.
- Maintain tour and visitor center attendance records
- Be familiar with Buffalo Bayou Partnership’s programs, mission, and work in the area

- Provide check-out for Bayou Boutique retail items and assist with online orders for store pick-up or shipping
- Place A-frames throughout park for parking, events, and permits
- Assist with other duties as assigned

Knowledge, Skills, and Abilities

- Strong public speaking skills
- Ability to provide excellent customer service
- Must have the ability to be both friendly and authoritative
- 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
- 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 some holidays
- Ability to understand and follow standard operating procedures
- Ability to read, understand, and complete written and verbal requests and work assignments
- Dependability, flexibility, and adaptability in a dynamic environment
- Bilingual a plus but not required
- Interest in architecture, art, parks and recreation, 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 30lbs
- Must be able to lead a group around a one-quarter mile walkway
- 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.