



Job Description

Job Title: Cistern Tour Guide & Visitor Center Attendant
Status: Part-Time (10-30 hours/week)
Pay Rate: \$15/hour
Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor
Location: Wortham Insurance Visitors Center, 105 Sabine Street, Houston TX 77007
Availability Needed: Hours vary between 6:00 a.m. - 12:00 a.m. Monday - Sunday

Buffalo Bayou Partnership

Buffalo Bayou Partnership (BBP) is seeking a motivated individual to serve as a Cistern Tour Guide and Visitor Center Attendant for part-time work. The position requires availability for evening, weekend, and holiday shifts. The successful candidate is a team player who supports other staff members in the performance of their duties. As the attendant interacts directly with the public, an understanding, appreciation, and desire to work in a customer service role is essential.

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.

Specific Work Location

The work location(s) include Buffalo Bayou Park, and its Visitor Center, Cistern, and adjacent venues.

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. The position requires availability for evening, weekend, and holiday shifts. Bilingual abilities are preferred. The position requires the attendant to sing a short song at the end of each tour to demonstrate the acoustic qualities of the Cistern. The position also requires a team player to support other staff members in the performance of their duties. As the attendant interacts directly with the public, an understanding, appreciation, and desire to work in a customer service role is essential.

The applicant will also be responsible for performing the following duties and responsibilities noted in the following section.



Position Duties and Responsibilities:

- Interact with and lead small and large groups of visitors through a scripted tour of the Cistern space
- Recite and present the Cistern scripted tour without a script
- Acquire working knowledge of park rules and enforce same for the preservation of the park
- Sell admission tickets, update reservations, and check guests in using FareHarbor, an online reservation system
- Creatively and proactively interact with guests at The Buffalo Bayou Park, Visitor Center and throughout the park by providing information about park features and services
- Acquire and maintain a working knowledge of the Cistern and Buffalo Bayou Park history
- Answer phones, transfer calls, and answer questions about Buffalo Bayou Park and BBP
- Perform light cleaning activities as directed.
- Maintain tour and visitor center attendance records
- Demonstrate knowledge of Buffalo Bayou Partnership's programs, history, mission, and ongoing work efforts
- Perform duties associated with the Bayou Boutique retail shop including but not limited to, inventory control, merchandise ordering, restocking, online orders and customer checkout and general customer service support
- Place or arrange Visitor Center furniture (including tables, chairs, and umbrellas) as needed
- Place A-frame signage throughout park for parking, events, and permits as needed
- Assist and perform other duties as assigned

Knowledge, Skills, and Abilities

- Clearly communicate a scripted message in a natural tone - creating interest and engagement
- Clearly communicate effectively with individuals of varying ages as well as social and cultural backgrounds
- Ability to provide excellent customer service
- 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 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 changing environment
- Demonstrate a working knowledge of Microsoft office suite of programs
- Interest in architecture, art, parks and recreation, natural environments a plus



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- A Plus:
 - Sing in front of a group
 - Bilingual or multilingual skills
 - Interest in architecture, art, parks and recreation, and natural environments

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 45lbs (furniture, heavy signs, etc.)
- Must be able to talk and walk backwards while leading a group of up to 49 people around a one-quarter mile dimly lit walkway.
- Must be able to perform work tasks in both indoor and outdoor environments

Please submit resumes to:

Alison Duran, Venue & Visitor Services Supervisor, Buffalo Bayou Partnership

105 Sabine Street Houston, Texas 77007

aduran@buffalobayou.org

No phone calls please.

Buffalo Bayou Partnership is an Equal Opportunity Employer.