



Buffalo Bayou Partnership

Position Announcement:

Cistern Tour Guide & Visitor Center Attendant

Reports to: Buffalo Bayou Park Venue & Visitor Services Supervisor
Classification: Part-Time (10-30 Hours / Week)
Pay Rate: \$15 / hour
Weekly Schedule: Hours vary between 6:00 a.m. – 12:00 a.m. Monday – Sunday
Office Location: Wortham Insurance Visitors Center, 105 Sabine Street, Houston TX 77007

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) creates and stewards welcoming parks, trails, and unique spaces, connecting Houstonians with the city's most significant natural waterway. The non-profit organization's geographic focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown, into the East End, and on to the Port of Houston Turning Basin. BBP spearheads award-winning projects such as Buffalo Bayou Park; constructs hike and bike trails; removes trash from the waterway; and engages tens of thousands of visitors each year through programming, public art, volunteer events, and recreational opportunities.

Position Summary

Buffalo Bayou Partnership is seeking a motivated individual to serve as a bilingual Cistern Tour Guide and Visitor Center Attendant for part-time work. The position requires availability for evening, weekend, and holiday shifts. 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 ability for the attendant to sing a short song at the end of each tour to demonstrate the acoustic qualities of the Cistern is preferred.

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
- Engage creatively and proactively with guests at Buffalo Bayou Park, the 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 BBP's programs, history, mission, and ongoing work efforts
- Perform duties associated with the Buffalo Bayou Boutique retail shop, including but not limited to inventory control, merchandise ordering, restocking, online orders, 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

Qualifications

- High school diploma or GED with customer service work experience, or any other combination of experience that provides the required knowledge, skills, and abilities that may be considered
- Bilingual: Must speak, read, and write effectively in English and Spanish
- Able to lift 45lbs (furniture, heavy signs, etc.)
- Able to talk and walk backwards while leading a group of up to 45 people around a one-quarter-mile dimly lit walkway
- Able to perform work tasks in both indoor and outdoor environments
- Able to clearly communicate a scripted message in a natural tone – creating interest and engagement
- Able to communicate effectively with individuals of varying ages as well as social and cultural backgrounds
- Able to provide excellent customer service
- Able to be both friendly and authoritative
- Able to represent Buffalo Bayou Partnership and Buffalo Bayou Park with a high level of integrity and professionalism, adhere to park policies and support management decisions in a positive, professional manner
- Able to memorize, retain, and relay large pieces of information
- Able to work weekends, evenings, and some holidays
- Able to understand and follow standard operating procedures
- Able to read, understand, and complete written and verbal requests and work assignments
- Dependable, flexible, and adaptable in a dynamic and changing environment
- Able to demonstrate a working knowledge of Microsoft Office suite of programs
- A Plus:
 - Able to sing in front of a group
 - Interest in architecture, art, parks and recreation, and natural environments

To Apply:

Please submit resume and cover letter to:

jobs@buffalobayou.org

Subject line: Cistern Tour Guide and Visitor Center Attendant

No phone calls please.