



Buffalo Bayou Partnership

Position Announcement:

Cistern Tour Guide & Visitor Center Attendant

Reports to: Director of Venue & Visitor Services
Classification: Part-time, non-exempt
Weekly Schedule: 10-30 hours per week
Office Location: Wortham Insurance Visitors Center
105-B Sabine Street, Houston TX 77007

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) is the non-profit organization creating and stewarding welcoming parks, trails, and unique spaces, connecting Houstonians with the city's most significant natural waterway. The organization's focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown and the East End, and on to the Port of Houston Turning Basin. In addition to spearheading award-winning green spaces such as Buffalo Bayou Park, BBP also operates comprehensive green space and waterway maintenance programs and engages tens of thousands of visitors each year through dynamic programming, public art, volunteer events, and recreational opportunities that enrich the quality of life in Houston.

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 a team player to support other staff members in the performance of their duties as well as availability for evening, weekend, and holiday shifts. As this position interacts directly with the public, an understanding, appreciation, and desire to work in a customer service role is essential.

Duties and Responsibilities

- Lead small and large groups of visitors through scripted tours of the Cistern, presenting content from memory in an engaging, natural manner
- Engage proactively with guests at the Visitor Center, throughout Buffalo Bayou Park, and by phone, providing accurate information about park features, services, and BBP programs
- Maintain a strong working knowledge of the Cistern, Buffalo Bayou Park history, park rules, and BBP's mission, and enforce park policies as needed
- Sell admission tickets, manage reservations, and check guests in using FareHarbor system
- Maintain tour schedules, attendance records, and Visitor Center documentation
- Perform duties associated with the Buffalo Bayou Boutique, including inventory control, merchandise ordering and restocking, online orders, customer checkout, and general customer support

- Assist with Visitor Center and park setup, including placing furniture, signage, tables, chairs, and umbrellas as needed
- Perform light cleaning and general upkeep duties
- Assist with other duties as assigned

Qualifications

- Bilingual in English and Spanish, with the ability to speak, read, and write effectively in both languages
- High school diploma or GED required
- Availability to work weekends, evenings, and some holidays
- Customer service experience (a plus)
- Interest in architecture, art, parks and recreation, and natural environments (preferred)

Abilities

- Communicate clearly and effectively with individuals and groups of varying ages and cultural backgrounds
- Deliver excellent customer service while maintaining a friendly, confident, and authoritative presence
- Memorize, retain, and accurately relay large amounts of information
- Represent Buffalo Bayou Partnership with professionalism, integrity, and respect for park policies and management decisions
- Follow written and verbal instructions and complete work assignments accurately
- Perform work tasks in both indoor and outdoor environments
- Physically lead groups of up to 45 guests along a one-quarter mile, dimly lit walkway, including walking backwards during tours
- Lift and carry up to 50 pounds
- Sing in front of a group (a plus)

Salary and Benefits

Buffalo Bayou Partnership offers a competitive salary and excellent benefits.

BBP is an Equal Opportunity Employer.

To Apply:

Please submit resume and cover letter to:

aduran@buffalobayou.org

Subject line: Cistern Tour Guide & Visitor Center Attendant

No phone calls please.