



Buffalo Bayou Partnership

Position Announcement:

Cistern Tour Guide & Visitor Services 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 Services 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. 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 from memory
- 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 with guests creatively and proactively 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 respond to 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
- Perform duties associated with the Buffalo Bayou Boutique retail shop, including but not limited to inventory control, merchandise ordering, restocking, online orders, customer check out, and general customer support
- Place or arrange Visitor Center furniture, including tables, chairs, and umbrellas, as needed
- Place a-frame signage throughout the park for parking, events, and permits as needed
- Assist with venue rentals
- Serve as a deckhand for the Bayou Breeze pontoon boat (optional)
- Perform other duties as assigned

Qualifications

- High School Diploma or GED required and customer service work experience, or other experience that provides the required knowledge, skills, and abilities
- Bilingual in English and Spanish: must speak, read, and write effectively in each language
- Proficiency in Microsoft Office Suite
- Interest in architecture, art, parks and recreation, and natural environments a plus

Abilities

- Clearly communicate effectively with individuals of varying ages as well as social and cultural backgrounds
- Provide excellent customer service while being both friendly and authoritative
- Memorize, retain, and relay large pieces of information
- Clearly communicate a scripted message in a natural tone – creating interest and engagement
- Walk and speak while walking backwards leading a group of up to 49 individuals along a quarter mile, dimly lit walkway
- Represent BBP with a high level of integrity and professionalism, adhere to park policies, and support management decisions in a positive manner
- Be dependable, flexible, and adaptable to a dynamic, changing work environment
- Work weekends, evenings, and some holidays
- Read, understand, and complete written and verbal requests and work assignments
- Perform work tasks in both indoor and outdoor environments as needed
- Able to sing in front of a group, a plus
- Able to lift up to 45 pounds

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:

jobs@buffalobayou.org

Subject line: Cistern Tour Guide & Visitor Center Attendant

No phone calls please.