

## **Job Description**

**Date:** Fall 2023

**Title:** Exclusive Tours Assistant

**Department:** Revenue

**Position Reports To:** Kirsten Michael, Exclusive Tours Coordinator

**Status:** Non-Exempt / Part-Time Year-round

### **Summary:**

Exclusive Tours combine traditional museum education methods with revolutionary Dialogic Interpretation techniques and a dedicated hands-on collection to create engaging and participatory museum experiences for visitors of diverse ages and group sizes. This position assists the Exclusive Tours Coordinator and other team members in designing, promoting, and implementing custom educational programs within the Buffalo Bill Center of the West's various museums and external properties.

### **Job Duties:**

- Receive training in Dialogic Interpretation methodology and its application for museum programming and operations
- Book and lead Exclusive Tours while adapting length of program and content to ages, interest levels, and special interests through the application of Dialogic Interpretation methods
- Become familiar with the Center of the West's galleries, objects, stories, and strategic objectives to develop and implement Exclusive Tours inside the Center's exhibit spaces
- Conduct collections research and produce original content to use in public interpretation of the American West for small groups and/or individuals
- Communicate with visitors and program participants to promote, sell, customize, and schedule tours
- Assist in managing tour inquiries, processing payments, and maintaining participant records
- Cross-train on Visitor Services processes, point-of-sales systems, and ticketing/reservation system for application on the frontline
- Handle select museum artifacts according to institutional collection care and national safety guidelines
- Aid in the research and application of trends in audience engagement and in-person/virtual programming to create audience-centered experimental programming, publication, and PR materials

### **Competencies:**

- People-oriented individual with excellent interpersonal, communication, and writing skills
- Willingness to increase knowledge and understanding of unfamiliar topics
- Strong organizational and time management skills with an ability to adapt and/or problem-solve
- Exceptional ability to constructively adapt/respond to different types of characters
- Self-motivated with the ability to work independently and as part of a team
- Skilled in practicing discretion and handling confidential information
- Ability to stand for long periods of time and lift at least 50 pounds

### **Supervisory Responsibilities:**

- None

Buffalo Bill Center of the West  
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**Required Education and Experience:**

- High school diploma or GED required
- Education/experience in history, public history, tourism administration, museum studies, or related fields preferred
- Education/knowledge in the cultural and/or natural history of the American West preferred
- Technological literacy with point-of-sale equipment, multimedia tools, and communication devices

**Other Duties:**

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**EEO Statement:**

- Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

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**POSITION ANALYSIS/SPECIFICATIONS**

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting			X	
Standing				X
Walking				X
Bending Over		X		
Crawling		X		
Reaching		X		
Crouching		X		
Kneeling		X		
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying				
10lbs or less				X
11lbs to 25lbs			X	
26lbs to 50lbs		X		
51lbs to 70lbs		X		
Manual Dexterity				X
Fine Motor Skills				X
Gross Motor Skills				X
Eye/Hand Coord.				X
Near Vision			X	
Far Vision			X	
Color Recognition			X	
Hearing				X

**ENVIRONMENTAL FACTORS**

	<i>YES</i>	<i>NO</i>	<i>Limited</i>
Working Outside	X		
Working Inside	X		
Working Alone	X		
Working Closely with Others	X		
Excessive Cold/Heat		X	
Excessive Humidity/Dampness		X	
Noise/Vibrations			X
Working with Chemicals/Detergents/Cleaners		X	
Working Around Fumes/Smoke/Gas		X	
Walking on Uneven Surfaces			X
Motorized Equipment or Vehicles		X	
Working with Machinery/Motorized Equip.		X	
Climbing on Scaffolds or ladders		X	