



MOANING CAVERNS

A D V E N T U R E P A R K

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Position Description: Tour Guide

Revised: 11/26/18

Job Summary:

Under the direct supervision of the Cavern Manager and/or Supervisors, a Tour Guide's main responsibility is conducting guided walking tours that interpret the history and geology of Moaning Caverns in an entertaining and informative manner and assisting with all Visitor Center operations.

Principle Duties:

- Study and memorization of historical, cultural and geological facts of the cavern and create an interpretive tour that is conversational, factual and entertaining. Lead multiple tours per day, of up to 40 guests/groups/schools/scouts, staying on-time according to daily tour schedule.
- Enter sales data for tickets and merchandise into POS system, receive money for transactions and make correct change.
- Use iPad/tablet apps to maintain zip line waiting list and liability waivers
- Provide exceptional customer service to guests
- Perform general housekeeping and upkeep of buildings, grounds, gem panning sluice and rest rooms.
- Stock merchandise, gem bags, food, drinks, etc. in Visitor Center
- Assist with opening and closing procedures
- Assist guests with Geode Cracking activity
- Assist guests with Gem Panning activity
- Other duties as assigned

The physical demands and work environment of this position constitute 'heavy work': 50% or more of the activities involve walking, standing, or climbing; and exerting 25-50 pounds of force occasionally, and/or 10-20 pounds of force occasionally to move objects.

Essential Functions/Physical Requirements:

- Ability to express or exchange ideas by means of the spoken word to convey detailed and important spoken information and instructions accurately and loudly
- Ability to perceive the nature of sounds at normal speaking levels, with or without correction, in order to receive detailed and important information through oral communication
- Have the visual acuity to perform all duties
- Be physically able to ascend and descend stairs using feet, legs, hands and arms

- Be physically able to balance and maintain equilibrium on stairs and natural surfaces that may be uneven
- Be physically able to reach and extend hand(s) and arm(s) in any direction
- Be physically able to stand for sustained periods of time
- Must be able to move about on foot to accomplish tasks throughout the visitor center and surrounding property
- Be physically able to raise objects from a lower to a higher position or moving objects horizontally from position-to-position
- Be physically able to use upper extremities to press against something with steady force in order to thrust forward, downward or outward
- Be physically able to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion
- Be able to grasp, or apply pressure to an object with the fingers and palms
- Be able to tolerate changes in environmental conditions and temperature both above and below ground and indoors and outdoors.
- Be able to function in narrow aisles or passageways

Job Specifications/Minimum Requirements

- Must be at least 18 years old to be considered for this position
- Must have reliable transportation
- Must be able to work weekends and holidays, occasional overtime and adjust working hours as needed

Ideal Characteristics:

- Ability to maintain a positive attitude under pressure
- Ability to speak to large groups with confidence
- Possess excellent customer service skills
- Possess an attitude and desire to learn new skills and cross-train to other job duties and positions

This job description supersedes all prior job descriptions and is intended to describe the general content and essential requirements for the position listed above. It is not an exhaustive statement of duties. Management reserves the right to add or change the duties of this position as required at any time.