



# MOANING CAVERNS

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



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P.O. Box 248  
Vallecito, CA 95251  
Phone: (209)736-2708  
moaningcaverns.com

## Position Description: Tour Guide

Revised: 03/06/2020

### Job Summary:

*This is a seasonal position, with hours increasing and decreasing based on anticipated business levels. Our busy season is between Memorial and Labor Day weekends.*

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. In addition to providing excellent customer service while on tour, a Tour Guide also provides that same level of service while assisting with gift shop operations and other attractions.

### Principal Duties:

- Study, memorization, and presentation of historical, cultural and geological facts of the cavern
- Using the above-mentioned information, build and deliver an interpretive tour that is conversational, factual and entertaining.
- Adapt your tour to the individual needs of your group
- Lead multiple tours per day, of up to 40 guests/groups/schools/scouts (note: sometimes, due to school groups' time constraints, we may extend the number of individuals allowed on a school group tour)
- Exercise excellent time management skills in order to stay 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
- Provide exceptional customer service to guests in all aspects of our operation
- Perform general housekeeping and upkeep of buildings, grounds, gem panning sluice and restrooms
- Stock merchandise, gem bags, food, drinks, etc. in Visitor Center
- Professionally and honestly answer questions
- Uphold and enforce company policies and procedures with professionalism and courtesy
- Assist with opening and closing procedures
- Assist guests with Geode Cracking activity
- Assist guests with Gem Panning activity

- Assist guests with Axe Throwing activity
- Use iPad/tablet apps to assist guests with waivers for adventure activities
- Use iPad/tablet apps to ring up sales when the regular POS is out of order
- Use online booking software to check-in guests and perform basic reservation functions
- Use the phone to talk to both guests and staff in other departments
- Use two-way radios and intercoms to communicate between the cavern and gift shop as well as between departments and other surface attractions
- Assist other departments with tasks, including but not limited to: parking cars, counting/stocking merchandise, assisting maintenance, assisting with online chats and phone calls, etc.
- 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
- Ability to speak, read, and write fluently in English in order to communicate both interpretive information and safety rules. (Knowledge of other languages is an excellent and welcome bonus!)
- Ability to project voice to be heard by guests in a loud environment
- Ability to keep tone professional at higher volume levels
- 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
- Be able to function at heights
- Ability to use provided personal protective equipment during both routine and 'unexpected' cleaning projects
- Ability to use cleaning chemicals to clean up messes which may include bodily fluids

### **Job Specifications/Minimum Requirements**

- Must be legally allowed to work in the United States

- Must have reliable transportation
- Must have a reliable method of communication
- Must be able to work Saturday, Sunday and holidays.
- Occasional overtime may be required
- Must be able to adjust working hours as needed

**Ideal Characteristics:**

- Ability to maintain a positive attitude under pressure
- Ability to direct guest questions and concerns to the appropriate person/department
- Ability to communicate rules and policies in a polite manner
- Ability to speak to both small and large groups and people of all ages with confidence
- Possess excellent customer service skills
- Possess and maintain a professional appearance
- Possess an attitude and desire to learn new skills and cross-train to other job duties and positions
- Comfort with technology/internet usage
- Basic working knowledge of other departments and the willingness to work with others to ensure smooth operation for both guests and coworkers

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.