

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Tour Guide

SERIES NO.:

6434

MAJOR AGENCIES:

Administrative Services, Natural Resources

EFFECTIVE DATE:

03/07/2004

SERIES PURPOSE:

The purpose of the tour guide occupation is to arrange & conduct tours of state facilities, collect tour fees &/or sell souvenirs or gift items at tour site.

At the lower level, incumbents schedule & conduct tours, collect tour fees & sell gift items at tour site.

At the higher level, incumbents arrange & monitor tours, manage museum or gift shop & serve as lead workers.

CLASS TITLE:

Tour Guide

CLASS NUMBER:

64341

EFFECTIVE DATE:

03/07/2004

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of historical background or current operations of specific state agency in order to conduct tours & provide information for visiting public.

CLASS TITLE:

Tour Coordinator

CLASS NUMBER:

64343

EFFECTIVE DATE:

03/26/1990

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of historical background or current operations of specific state agency in order to arrange & monitor tours, manage museum or gift shop & serve as lead worker (i.e., provide work direction & training) over tour guides.

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| CLASS TITLE: Tour Guide | CLASS NUMBER: 64341 | BARGAINING UNIT: 09 |
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EFFECTIVE DATE:
03/07/2004

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts tours of state facility, gives informational speeches to tour groups regarding matters of historic interest or ongoing operations, provides information to visitors on physical layout of facility & assists in providing security of facility.

Schedules tours; compiles simple tour reports; answers letters of inquiry regarding historical information of state facility; assists in operating gift shop/museum (e.g., collects money, operates cash register, stocks inventory).

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations*; office practices & procedures*; addition, subtraction, multiplication & division; historical background or current operations of specific state facility*. Ability to read & memorize simple texts with common vocabulary; add, subtract & record figures; write brief simple cover letters to accompany public information packets; answer routine inquiries from public in friendly manner.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication & division & in reading, writing & speaking common English vocabulary; valid driver's license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

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| CLASS TITLE: Tour Coordinator | CLASS NUMBER: 64343 | BARGAINING UNIT: 09 |
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EFFECTIVE DATE:

03/26/1990

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Serves as lead worker (i.e., provides work direction & training) over tour guides & housekeepers, arranges & monitors tours of facilities & grounds & manages museum &/or gift shop.

Writes monthly reports; keeps records of attendance, receipts & tax; prepares payroll for employees; writes correspondence & orders supplies.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; supervisory principles/techniques*; employee training & development*; office practices & procedures; historical background or current operations of specific state facility*; inventory control; bookkeeping. Ability to apply principles to solve practical everyday problems; write routine business letters; maintain accurate records; answer routine inquiries from public.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes fractions, decimals & percentages & in reading, writing & speaking common English vocabulary; 1 course or 3 mos. exp. in public relations; 1 course or 3 mos. exp. in office practices & procedures; valid driver's license.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.