### 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 full performance level, incumbents schedule & conduct tours, collect tour fees & sell gift items at tour site.

### JOB TITLE
Tour Guide

### JOB CODE
64341

### PAY GRADE
04

### EFFECTIVE
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.
Job Title: Tour Guide
Job Code: 64341
B. U.: 09
Effective: 03/07/2004
Pay Grade: 04

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.