



JOB TITLE: Tour Guide (Full Time & Part-Time)
REPORTS TO: Director of History and Interpretation
FLSA: Hourly
Salary: \$20.00 hour

ORGANIZATION MISSION

The National Civil Rights Museum, located at the historic Lorraine Motel, honors, and preserves the legacy of Dr. Martin Luther King, Jr. We chronicle the American civil rights movement and tell the story of the ongoing struggle for human rights. We educate and serve as a catalyst to inspire action to create positive social change.

POSITION SUMMARY

- Responsible for providing interpretive and educational content of the museum's permanent galleries to museum visitors, groups, and special guests
- Interprets exhibitions in the changing galleries to museum visitors, groups, and special guests
- A subject matter expert on the Museum and the Civil Rights era

JOB RESPONSIBILITIES

- Reports to Director of History and Interpretation and works under the general direction of the Chief of Interpretation, Collections, and Education. Also work in conjunction with the Director of Operations and Guest Services Manager.
- 90% of job performance requires Tour Guide to be available to visitors in the museum exhibition spaces.
- Provides tours of the Museum to groups and individuals
- Serves as interpretive knowledge point for self-guided visitors, when not conducting tours, by assisting visitors with interactive exhibits, answering questions, creating and implementing gallery talks and other interpretative opportunities
- Ensures visitors have engaging experience

- Evaluates the tour information to ensure that it is timely
- Learn about the Civil Rights era and experiences as well as permanent and changing exhibits to help ensure that visitors are interested in the Museum collection and experience
- Engages visitors and groups in the history of the Civil Rights Movement and the mission of the Museum
- Engage in ongoing professional development (possibly on off-days or evenings)
- Provides feedback on tours conducted, including suggestions to improve tour experience and tour efficiency.
- Provides management with customer feedback regarding customer needs, Museum challenges, and generates ideas and solutions to meet identified challenges
- Participates in offsite museum programming as needed.

OTHER FUNCTIONS

The Tour Guide performs additional functions (essential or otherwise), which may be assigned from time to time. The position will require work on weekends, nights, and holidays to accommodate facility programming and utilization.

TYPICAL PHYSICAL / SOCIAL REQUIREMENTS

- Ability to communicate (oral and written) professionally with membership, staff, public, and governing board
- Requires walking and standing throughout the Museum majority of the day
- Requires ability to lift and carry files, boxes, paper, bags, etc. weighing up to 15 lbs.
- Able to escort tour groups through the multi-floor, multi-site facility
- Occasionally required to work outside for special events
- Operate telephone, fax, and email.

MINIMUM QUALIFICATIONS

- Post-secondary education credentials (Associate's degree or courses toward a bachelor's degree) in African American history/studies, American history/studies, communications, social science, humanities or any related field.
- One (1) year of related experience or acquired knowledge of the Civil Rights Movement through community involvement or activism or any combination of education and training that will allow candidates to perform the essential functions of the position
- Must complete Tour Guide training program and on-going professional development.
- Able to make sound judgments, be attentive, customer service oriented

and engage in a positive interactive relationship with visitors, volunteers and other Museum Staff.

- Required to implement and present tour guide curriculum and guidelines, but with the ability to discern and express areas of potential improvement to Museum Staff.
- Must demonstrate proficiency in the history of the Civil Rights movement and African American history.

SPECIAL REQUIREMENTS:

Must attend monthly museum-wide staff and department meetings. You must attend training sessions on incoming exhibitions.

Please send your resume along with a cover letter to rmjones@civilrightsmuseum.org