

TOURIST GUIDE SUPERVISOR**Nature of Work**

Under general supervision, performs at the full-performance level, greeting and assisting tourists at a state Visitor Information Center and supervising Tourist Guides at the center. Performs related work as required.

Distinguishing Characteristics

Responsible for the day to day operations of the Center and all employees; supervises and trains volunteers, part-time and summer employees.

Examples of Work

Supervises Tourist Guides in providing maps, literature and information to tourists; trains volunteers, part-time and summer employees and scheduling for center staff.

Prepares monthly reports on the number of tourists using center: literature and maps used; postage and telephone usage; supply inventory report, employee attendance and leave records and reservation summary sheet.

Greets and assists tourist by providing maps, literature and information on tourist attractions, accommodations, routes and driving times.

Makes lodging reservations for tourists at motels and campgrounds using lodging and camping directories.

Recommends tourist attractions and points of interest in state to tourists.

Stocks visitor information center with maps, brochures and travel literature; orders all literature, both state and private, for distribution at center; handles deliveries from carriers; takes and picks up mail and boxes in personal vehicle.

Assists tourists in emergencies such as mechanical trouble and illness.

Attends meetings, conferences, tours for educational purposes; handles all correspondence; may be called on to do public speaking.

Works with cleaning staff and vending machine staff.

Knowledge, Skills and Abilities

Ability to supervise the work of others.

Ability to interact courteously with tourists.

Ability to follow oral and written instructions.

Ability to conduct tours of prominent tourist attractions and narrate historical information.

Ability to keep records.

Ability to read road maps.

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TOURIST GUIDE SUPERVISOR (CONT'D)

Minimum Qualifications

TRAINING Graduation from a standard four-year high school or the equivalent.

EXPERIENCE Two years of full-time or equivalent part-time paid experience or volunteer experience in greeting and assisting the public.

Established: 6/24/93
Revised: 5/16/94
Effective: 5/16/94