

# Ephraim Historical Foundation Tour Guide



**Job Title:** Tour Guide

**Type:** Volunteer

**Reports to:** Director of Operations

**Schedule:** Mid-May – Mid-October, 10:30am – 12:00pm Tuesday through Saturday, 1:30pm – 3:00pm Tuesday & Thursday. Additional tours by appointment.

**Job summary:** Tour Guides serve as ambassadors of the Ephraim Historical Foundation and educate visitors on the history and culture of Ephraim while leading them through the village on either walking or tram tours. Tour Guides have the unique opportunity of complementing the visitor's experience by encouraging them to visit the museums and sharing additional stories of the people and places of Ephraim not told in them.

Guides are also frequently the primary contact that visitors encounter and represent the Ephraim Historical Foundation to visitors. This encounter will have the greatest impact on a guest's experience.

## **Responsibilities:**

- Being an ambassador of the Ephraim Historical Foundation to the public and sharing with them the history, heritage, culture, and identity of the Village of Ephraim and its people.
- Leading guided walking and/or tram tours of the Village of Ephraim as scheduled
- Being available to assist with large group tours as scheduled.
- Attend volunteer meetings and trainings as needed.
- Developing a strong working knowledge of all of the Ephraim Historical Foundation's museums and Svalhus Research Library.
- Being familiar with the material in the Tour Guide Handbook, including operational information, general history of the Ephraim Historical Foundation and the village of Ephraim, and tour information.
- Welcoming visitors and informing them about the general history of the Ephraim Historical Foundation and museums.
- Developing entertaining and educational tours for visitors in an engaging manner.
- Giving informed and accurate answers to visitors' questions and directing them to the correct source if the answer is not known.

## **Qualifications:**

- Interest in learning and sharing the history of Ephraim with visitors.
- Ability to speak comfortably to groups of people.
- Ability to provide walking and/or tram tours at least one day per week.
- Ability to walk approximately 1.5 miles to provide walking tours.
- Must be 21 or older and possess a valid driver's license to provide tram tours.