

March 3, 2021

JOB OPENING: CLACK MUSEUM/WAHKPA CHU'GN BUFFALO JUMP
POSITION: (3) PART-TIME SEASONAL TOUR GUIDES
CLOSING DATE: OPEN UNTIL FILLED
REQUIREMENTS: SEE ATTACHED
DESCRIPTION: SEE ATTACHED
STARTING SALARY: \$11.00/HR PLUS ALL APPLICABLE HILL CO. BENEFITS

The Clack Museum/Wahkpa Chu'gn Buffalo Jump is now accepting applications for (3) Part Time Seasonal Tour Guides. The number of hours will vary, depending on visitation and weather conditions. Generally, will run from late May through early September. Monday-Sunday from 9:00 am to 4:00 pm.

A full job description is available at the Hill County Courthouse, and at the Clack Museum. All applicants must be able to perform the essential functions of the position, with or without reasonable accommodation. Applications are available on our hillcounty.us website, and also in the Human Resources office.

Please turn in all completed applications to the HR office in the Hill County Courthouse.

For more info, please contact:

Clack Museum/Buffalo Jump Manager Emily Mayer- 406-265-4000



H. Earl Clack Memorial Museum of Hill County

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POSITION DESCRIPTION

POSITION: Wahkpa Chu'gn Buffalo Jump Tour Guide

DEPARTMENT: Museum

ACCOUNTABLE TO: Museum and Buffalo Jump Manager

SUMMARY OF WORK: To conduct tours, provide customer service to visitors, and assist in basic site maintenance.

JOB CHARACTERISTICS:

Nature of Work: This position requires dealing with the public, opening and closing the site, driving a side-by-side, conducting tours according to provided script, light housekeeping of the interpretive center and restroom facility and collecting garbage near the interpretive center and along fence, and basic bookkeeping skills such as selling gift shop items and accounting for tour and gift shop funds. Promote other visitor and recreational sites to visitors who inquire. Must adhere to business casual dress code and all Hill County safety responsibilities.

Personal Contacts: Regular contact with the public, Museum and Buffalo Jump Manager, fellow tour guides and Clack Museum Attendants. Minimal contact with Clack Museum Board members, Clack Museum Foundation members and volunteers.

Supervision Received: After training, minimal supervision provided by Museum and Buffalo Jump Manager.

Essential Functions: Open and close the Wahkpa Chu'gn Buffalo Jump site; calculate tour fees and make sales transactions for tours and gift shop items; drive a side-by-side into and out of the site; conduct tours according to provided script; light housekeeping duties in the Interpretive Center, restroom facilities and grounds maintenance such as picking up garbage; must have good judgment regarding conducting tours by watching weather conditions; must be helpful and congenial; record visitor numbers, sales and other information; adhere to all Hill County safety responsibilities; must be able to effectively communicate orally and in writing.

AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:

- Open and close the Wahkpa Chu'gn Buffalo Jump site in a timely fashion.

- Greet, engage and inform visitors about the Interpretive Center and tour availability. Answer visitor questions regarding the site.
- Book and conduct pre-arranged and incoming tours.
- Promote the Clack Museum and other local visitor sites. Restock brochures as necessary; contact Museum and Buffalo Jump Manager should supply run low.
- Sell and restock Gift Shop items as needed. Record all tour and gift shop item sales. Account for all funds collected for tours and gift shop sales.
- Be able to drive visitors in a side-by-side down into the site and out of the site safely. Report any maintenance issues immediately to Museum and Buffalo Jump Manager.
- Conduct tours according to provided script.
- Exercise good judgment as to conducting tours during questionable/uncooperative weather.
- Report any issues immediately to the Museum and Buffalo Jump Manager, including safety issues.
- Light housekeeping of Interpretive Center such as dusting, vacuuming, etc. Clean and restock items in restroom facilities daily. Pick up litter near Interpretive Center and along chain link fence along Holiday Village Shopping Center side. Check and remove garbage in garbage cans on site.
- Other duties as assigned by the Museum and Buffalo Jump Manager.

JOB REQUIREMENTS: The successful applicant must be able to perform the following job requirements with or without reasonable accommodation.

Knowledge: Demonstrated ability to conduct tours according to provided script; drive a side-by-side down into and out of the site; promote other local visitor sites; knowledge of local history is extremely helpful.

Skills: Requires acceptable skill in working with people and accounting for all funds collected; gathering visitor numbers and information; perform light housekeeping skills; exercise good judgment regarding inclement weather, safety issues and difficult visitors; and follow all written and verbal instructions.

Abilities: Must be friendly and congenial; communicate effectively orally in writing; establish good and effective working relationships with fellow tour guides, Clack Museum Attendants, the Museum and Buffalo Jump Manager, Clack Museum Board members, Clack Foundation board members, volunteers, visitors, elected officials and the general public; perform other duties as assigned by the Museum and Buffalo Jump Manager.

EDUCATION AND EXPERIENCE:

The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

- A High School diploma or equivalent;
- Retail experience helpful but not required;

- Prior experience as a tour guide, teacher, coach, etc. helpful but not required;
- Experience working with the public helpful;
- Knowledge of local history and local attractions is highly desired but not required.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Perform assigned duties.
- Demonstrate punctuality, observe work hours.
- Effectively greet people, provide information and conduct tours including driving side-by-side into and out of the buffalo jump site.
- Display congeniality and patience in working with the public.
- Competently handle sales, donations, operating cash register and security system;
- Provide for clean and tidy Interpretive Center including cleaning the restroom and grounds around Interpretive Center and along fence with Mall;
- Establish and maintain effective and cooperative working relationships with fellow employees, supervisors, board members, elected officials, groups and the public;
- Promote Wahkpa Chu'gn Buffalo Jump, the Clack Museum and other local visitor sites;
- Demonstrated willingness to expand personal knowledge of the buffalo jump and local history;
- Follow Hill County and Museum and Buffalo Jump policies, procedures, processes and practices.