

## 2024 Contract Tour Guide Job Description

Embark Maine Tours, Bath

### Overview

Seeking an energetic, responsible, knowledgeable part-time contract tour guide to join our team this season (June - October) leading walking tours of historic Bath, Maine. You will be responsible for leading groups of visitors on 60-90 minute history-focused tours, covering approximately 1 mile on foot. Tour route and content will be provided - with a chance as well to “make it your own.” You will be joining a small, community-focused business in the beautiful city of Bath! **A top priority for this position is the availability to lead tours on some Sunday mornings from 930-11am in June, July, August and September.**

### Job Duties

- Greet guests; establish and nurture rapport throughout the tour; maintain a professional and engaging demeanor.
- Inform participants of safety protocols and enforce as necessary; ensure safety and manage the group effectively. For example, keeping an eye on the weather/weather forecast is a part of *every* tour, throughout the tour!
- Deliver tour commentary accurately.
- Encourage and facilitate conversation, questions, inferences and connections between tour content and participants.
- Stay up to date on current events in Bath, and with recent discoveries in Bath history.
- Conclude tours with an invitation for feedback and questions to help participants make the most of the rest of their time.
- Promote / encourage participants to submit an online review of the tour (e.g. TripAdvisor, Google).
- Communicate with tour supervisor and vendors appropriately and in a timely fashion.
- Provide overall excellent customer service to tour participants.

### Skills and dispositions

- Time management, punctuality, and a sense of pacing.
- Ability to retain and deliver tour content; over time the guide is encouraged to become less dependent on tour script notes, and make the tour content “their own” within parameters.
- Engaging, friendly, personable, diplomatic.

- Can tell a good story, infuse narration with humor, build a sense of curiosity, and create “a-ha” moments.
- Flexibility and patience. Tours are occasionally canceled, with little to no notice.
- Proficient in the use of basic technology tools, e.g., texting, phone photography.
- Ability to anticipate and troubleshoot problems, remain calm in a crisis, and exercise sound judgment.

### **Requirements**

- **A top priority for candidates for this position is the ability to lead tours on some Sunday mornings from 930-11am in June, July, August and September. (Other availability is desirable as well.)**
- High school diploma required, college degree preferred.
- Experience in education, history, tourism, hospitality, theater, research, public speaking or related fields/skills preferred.
- Demonstrated interest in Bath, Maine history and the Bath region/community today; very good general knowledge of U.S. History.
- Ability to stand and walk for extended periods.
- Able to speak clearly and loudly, projecting over a large group (20 people) and sometimes with adjacent noise/distractions.
- Ability to study and learn prepared tour content (i.e. script) and shadow a tour or two in May or June.
- Ability to receive and incorporate feedback (e.g. constructive criticism) about tour delivery or other aspects of the role.
- Possess a smartphone to use for the tours (e.g. to text vendors, participants as needed; take and share photos; look up local information, e.g. if a certain restaurant is open).

### **Compensation and logistical considerations**

- Pay range is between \$50 and \$75 dollars per tour (60-90 minutes) + gratuities based on level of experience and the number of people on the tour. Guaranteed at least \$50 per tour.
- Training and tour “script” provided; compensation (\$20/hour) provided for up to 10 hours of training.
- Guides will work as independent contractors and are required to submit all associated paperwork.
- Guides will also be required to carry their own liability insurance. Embark Maine Tours will cover this cost.
- Guides will be required to sign a contract, including a non-compete clause.

### **Other notes to consider**

- Guide candidates should understand tours are most successful when participants are involved in the tour, engaged, asked for their observations and opinions. In other words - it is not a lecture! And it's ok to say "I don't know" in response to a question.
- Guides should be comfortable acknowledging tour content is based on recorded history and that much of what is not included on the tour is not known, is unrecorded, or yet to be uncovered.
- Guide may (on their own volition) conduct original research to add to tour content, but content must be reviewed by Embark Maine Tours before being delivered to participants.
- Other hourly contract work as a researcher in Maine history may also be available; please note if interested.

**To apply:** Email us a couple paragraphs, outlining your background and interest. Include your resume if you have one. In your email, please include any information we should be aware of about the first three bullets listed under "requirements" above. Email us at [info@embarkmainetours.com](mailto:info@embarkmainetours.com). Feel free to email with any questions as well.