

## TOUR GUIDE

Town of Springerville  
Center

Casa Malpais / Springerville Heritage

### POSITION SUMMARY

Under the supervision of the Heritage Center Museum Director, the Tour Guide is responsible for providing tours of the Casa Malpais Archaeological Park. In addition, the Tour Guide is responsible to be knowledgeable of the history and archaeology of the Springerville area and be able to share this knowledge with visitors and tourists. When not conducting site tours, the Tour Guide works in the Heritage Center to help promote Casa Malpais tours, provide visitors with information regarding the museum rooms and displays and responds to questions regarding the museum, Casa tours and general tourist questions, both in person and over the phone. The Tour Guide also serves as a backup to the Museum Director. This includes assisting visitors with Gift Shop purchases, entering cash register transactions, running credit card transactions and performing end of day balancing procedures. This part-time position is non-exempt under FSLA.

### ESSENTIAL FUNCTIONS

- Provide guided tours of the Casa Malpais Archaeological Park.
- Work in the Heritage Center to provide information to visitors about the Casa Malpais Archaeological site and museum, as well as the other museum rooms and displays and tourist information.
- Promote Casa Malpais tours to prospective visitors and travelers.
- Assist with basic cleanup and maintenance at the Casa Malpais site.
- Cover the gift shop when needed.

### ADDITIONAL FUNCTIONS

- Assists other departments as the need arises.
- Coordinates department activities with other city and county departments.
- Performs other duties as deemed necessary or assigned.

### CERTIFICATIONS

- High school diploma or GED required.
- Valid Arizona Driver's License.

### POSITION REQUIREMENTS

**Experience:** Previous experience giving tours at a cultural site preferred but not required.

**Technical Skills:** Ability to drive tour guests to and from the Casa Malpais site in tour van/shuttle bus. Basic computer knowledge.

**Problem Solving:** May be required when working with tour guests and visitors.

**Decision Making:** Requires ability to ensure safety when performing duties.

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**Personal Relations:** Maintains frequent contact with the general public and school groups.

**Working Conditions:** There may be some adverse working conditions due to the general features of the archaeology park site and weather conditions.

**Physical Requirements:** Must be able to hike steep and rocky hiking trails and a rock staircase.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

The Town of Springerville is an Equal Opportunity Employer.  
This job description last updated in October 2022.