



Job Description
Longue Vue House and Gardens
Part-Time Guide

Objective

The purpose of the Guide role is to engage with the public and make each visitor feel welcome and to share with them a deeper understanding and appreciation of the collections, house, gardens, family history, and mission of Longue Vue. Guides are Longue Vue's main representatives to our visitors. They welcome visitors to the site, answer their questions over the phone, sell tickets and direct guests as needed based on each's interest and intent, and present the gardens, house, and museum's collections. Guides also sell merchandise in the Museum Store, sell food and make drinks in the Garden Cafe.

Mission

Longue Vue's mission is to preserve and share a legacy of design, community, and lifelong learning.

Physical Work Environment

This job operates inside and outside the facilities in changing weather conditions. Longue Vue guides must be able to engage with the public, share the Longue Vue story, and represent the overall mission of Longue Vue.

Essential Functions

- Reception: Welcome visitors, answer and transfer phone calls, and direct guests on-site Engage with guests and program participants in a positive manner.
- Operate a Point of Sale to sell tickets, merchandise, food, and drinks.
- Prepare and serve food and drinks in the Garden Cafe, including alcoholic beverages (training for credentials provided if needed).
- Conduct guided tours of the house interior and surrounding 8 acres of gardens.
- Staff and support scheduled programs and events.
- Maintain environment around guest reception spaces, including Gate House and Visitor Center (including sweeping, raking, general cleaning of space).

Physical Demands, Roles and Requirements

The role of Guide requires the ability to walk on a variety of surfaces including loose and compacted gravel and cobblestone, stand for extended periods of time, stoop, and climb stairs. Also required to operate Point of Sale (POS) equipment and simple office equipment such as printers. Additional physical demands, roles and requirements include:

- Must be able to comfortably lift 50 lbs.
- Must be initiative-taking and able to work independently.
- Must be able to follow directions and stay focused on the assigned task.
- Must have excellent cooperation and communication skills.
- Must endure extended periods of physical activity, stooping, bending, and lifting daily.
- Must assist in emergency preparation as needed.
- Must enjoy working with other staff and volunteers.
- Must be reliable.
- Must have flexible hours and be available on weekends.
- Must be willing to work additional hours during high-volume seasons and events.
- Must have a positive attitude and high energy, including during periods of high traffic volume and/or challenging guest interactions.
- Must be self-motivated and highly productive.

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- Must be comfortable working in a diverse, equity-focused environment.
- Must be careful to refrain from value judgments and opinions while interacting with guests.

Position Type/Expected Hours of Work

This is an entry-level part-time position within the hours Monday-Sunday 9AM-5:30PM; special occasions beyond those hours are scheduled in advance. Guide schedules require flexibility throughout the year, as the number of tours and programs scheduled varies from month to month.

Compensation

\$14/hour, with an increase to \$15/hour following successful completion of a 60-day introductory period.

Sustainability

Longue Vue is a leaf blower-free zone. The garden team practices all-natural gardening. Longue Vue is also a chemical-free zone. The facilities team uses all-natural cleaning agents and pesticides wherever possible.

Apply

To apply, send your résumé and cover letter directly to Jen Sharp, Resource Development Manager at jsharp@longuevue.com

For more info go to <https://longuevue.com/>

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