

## TOUR GUIDE JOB DESCRIPTION

<b>Position Title:</b>	Tour Guide – Portland’5 Centers for the Arts
<b>Reports To:</b>	Volunteer Coordinator and Tour Chairperson
<b>Primary Duties:</b>	<ol style="list-style-type: none"> <li>1) Lead scheduled and drop-in tours through both the AHH and the ASCH;</li> <li>2) Present the public with accurate information about the facilities, the history and funding of the P’5, and current happenings;</li> <li>3) Adhere to established procedures for conducting tours;</li> <li>4) Represent the Center to the public in a professional, yet friendly, manner at all times;</li> <li>5) Adhere to the Center’s dress code while conducting tours (Guides are asked to dress neatly in clothing appropriate for conducting a tour. Jeans and sneakers are out, as are high spike heels);</li> </ol> <p>Adhere to MERC’s drug and alcohol policies (Volunteers must neither report to work under the influence of, nor may they consume while on duty, alcohol or any controlled substance [drugs]).</p>
<b>Training:</b>	A prospective tour guide is required to observe three tours, and attend both a slide presentation and a building orientation prior to conducting solo tours. In addition, update sessions are offered regularly to augment volunteers’ understanding of and familiarity with P’5 facilities and operations.
<b>Time Required:</b>	Volunteers are asked to perform two (2) tours per month.
<b>Scheduling:</b>	An online Google calendar is available to all tour guides to self schedule tour dates and to pick up any extra open tour shift if available. All scheduling is done online.
<b>Assignments:</b>	<p><b>Open Tours</b> are scheduled every Wednesday and Saturday. One (1) guide is scheduled for each Wednesday 11:00 a.m. tour, whereas (3) guides are assigned to the five (5) Saturday tours, beginning at 11:00 a.m. and leaving from the Art Bar every ½ hour until 1:00 p.m.</p> <p><b>Scheduled Tours</b> are also listed in the monthly calendar as they arise, and can be chosen online. These tours occur randomly and the particulars are given in the calendar. Occasionally the tour scheduler will use e-mail to inform guides of scheduled tours.</p>
<b>Cancellation:</b>	If due to illness or other emergency, it is necessary to cancel an assigned tour, please call the Volunteer department weekdays at <b>503-274-6552</b> or e-mail <b>volunteer@Portland5.com</b> . On day of Saturday tour, please call the stage door attendant (who arrives at 9:00 a.m.) at <b>503-274-6551</b> , and he/she will inform the other guides.
<b>Mechanics:</b>	<ol style="list-style-type: none"> <li>1) Tour guides are asked to sign in at the <b>stage door of the AHH ½ hour</b> prior to the scheduled time of the tour. Here you will sign out a set of building and elevator keys and instructions concerning the day’s activities. The safest place to leave your valuable belongings is with the attendant at the stage door. At this time, put on your name badge so that you’ll be identified as a volunteer.</li> <li>2) Guides are asked to use this ½ hour before the tour to familiarize themselves with the halls, see that appropriate lights are turned on, make sure they know how to operate the elevators, and determine the availability of theatres.</li> <li>3) The first guide to arrive will verify that the sandwich board advertising the tours has been placed on the sidewalk at the corner of Broadway and Main. Then the first guide will position the second sandwich board at Park and Broadway. Also, the guide will verify that lights in the theatres are turned on.</li> </ol>

	<p>If the lights are not on, call the stage door (503-274-6551) to have the custodian turn them on.</p> <p>4) After you have completed your tour(s), return the keys to the key box at the stage door and sign out. It is important to write down the number of people in your tour on the sign-out sheet.</p>
<b>Responsibilities:</b>	<ol style="list-style-type: none"> <li>1) Be knowledgeable about the building.</li> <li>2) Feel comfortable about the route, and know how to get in and out of the theatres comfortably.</li> <li>3) Ascertain that all doors are locked behind you.</li> <li>4) Keep your tour together.</li> <li>5) Check in and out with stage door attendant.</li> <li>6) Ensure lights are on in all theatres. The guide doing the last tour should inform the stage door that lights can be turned off.</li> <li>7) Attend tour guide specific updates and retraining.</li> <li>8) Attend P'5 volunteer group update meetings as often as possible.</li> </ol>
<b>Tour Emergency:</b>	<p>If you own a cell phone, we recommend you carry it with you on the tour to use only in an emergency. Program the stage door number into your contact list for quick access. Alternatively, you can use the phone in the checkroom of either building. The stage door number is listed nearby, 503-274-6551.</p>
<b>Benefits:</b>	<ol style="list-style-type: none"> <li>1) Gift vouchers for Portland's performances quarterly</li> <li>2) Social events and annual recognition gala</li> </ol>