

**DESCRIPTION:** Under general supervision, provides information and education to Nebraska visitors by conducting tours, answering questions about travel/vacations, and providing information about the historical significance of tourist attractions across the State of Nebraska; performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is one of two classes in the tourism job family (Aide/Guide and Facility Operator). The Tourism Facility Operator class is in charge of a tourism facility while the Aide/Guide is not. The Facility Operator class will direct/train others in custodial and/or routine maintenance tasks, develop goals/objectives and budget proposals, and organize promotional activities in conjunction with local community organizations. The Aide/Guide will perform simple custodial/maintenance tasks in addition to providing information to tourists.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Presents informative talks to visiting groups and answers tourist inquiries and provides area and historical information.

Schedules and conducts tours and activities through the State's various tourist attractions.

Participates in local development and public relation activities, and assists communities with tourism development projects.

Coordinates weekly meetings, and maintains and submits required reports.

Provides for inter-action of school groups and State Legislators.

As necessary, collects admissions, maintains daily records, performs minor janitorial duties, sells souvenirs, and provides each tourist with specific brochure information requested.

Maintains records, and conducts surveys of visitors' opinions, interests, and needs for use in developing future programs.

Prepares and assembles public display materials including brochure racks and display areas.

Assists in researching historical information on Nebraska to be used in publications and on tours.

Supervises activities of part-time tour guides.

Assists in the preparation and editing of audio/visual and written materials.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: Nebraska’s history and culture; the State’s historical, cultural, and recreational facilities.

Ability to: present information/material effectively electronically, telephonically, on paper, or in person; work well with people of all ages and abilities; organize material for presentation; coordinate programs with other state agencies; understand and communicate the structure of State government and Legislative processes.

Skill in: operating audio/visual equipment.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Experience in public contact OR coursework/training or experience in history, art history, recreation, event planning, or areas related to Nebraska history, geography, or culture.

**SPECIAL NOTE:**

State agencies are responsible to evaluate each of their positions to determine overtime eligibility status as required by the Fair Labor Standards Act (FLSA)