

Specification for Class of

STATE CAPITOL TOUR GUIDE

**Abolished Initially Effective January 13, 2006**

**Abolished Final Effective February 10, 2006**

Definition: Conducts guided tours for a comprehensive Tour Services Program and provides assistance to visitors on the Washington State Capitol Campus.

Typical Work

Conducts daily public tours, special group tours, and VIP tours of the Legislative Building, including the Rotunda area, the State Reception Room, the House and Senate Chambers, and the offices of Elected Officials;

Conducts tours of the Justice Temple, Old Capitol Building, Conservatory, and the Campus grounds;

Assists with the coordination of Executive Mansion tours;

Acts as a host/hostess in the State Reception Room, the Senate Gallery, and the House Gallery;

Coordinates tour schedules, and works closely with the Legislature, Legislative staff, elected officials and agency staff; on a regular basis, interacts with officials, VIPs and key staff;

Becomes familiar with, and practices appropriate Legislative protocol while conducting tours; assists Legislators with specific requests for tours from constituents in Members' district;

Conducts tours for international visitors, including providing for the special needs of international visitors, coordinating activities with interpreters, making translated materials available, and providing input on how to improve services for the international visitor;

Conducts tours for handicapped visitors, which includes being familiar with handicapped limitations of facilities, understanding special needs of handicapped visitor, assisting with vehicles, parking, loading and unloading.

Conducts tours of the Legislative Building Dome under controlled conditions; includes an understanding of the physical demands of climbing the dome, the safety and security concerns, schedule coordination, and conducting tours;

Becomes familiar with facilities that are part of Capitol Tour Program; includes public accessibility, building configuration, safety concerns, security concerns, and liaison with facility residents; becomes familiar with procedures to report maintenance, safety and/or security concerns;

Schedules public and special group tours;

Coordinates work schedules of Volunteer Tour Guides/Docents.

Provides administrative and staff assistance to the Tour Services Supervisor;

Assists with training program for paid tour guides and volunteers doing research for training materials, leading formal training sessions, staff orientations, and conducting training tours;

Assists with special programs, projects, activities and events held in the Legislative Building and on the Capitol Campus as required, including evenings and weekends;

Represents the Washington State Capitol Campus by acting as a greeter to visitors, responding to requests for information from visitors, answering tour services office telephones, and preparing and distributing informational and educational packets;

Promotes the State Capitol Tour Program and the Capitol Campus by assisting with a community outreach program that includes a speaker's bureau that visits schools and nursing homes and makes presentations to civic and service organizations.

Assists with the development of multimedia presentations to be used during Community Outreach Program and Docent/Tour Guide training;

Assists the Tour Services Supervisor with other duties as assigned, which includes providing support to all components of the Visitor Services Program;

Performs other duties as required.

Knowledge and Abilities

Knowledge of: local and State history; how State Government works; and familiarity with Legislative procedures and Capitol Campus buildings and grounds.

Ability to: communicate effectively to different size groups and a wide variety of people; be enthusiastic and have an inquiring mind; be willing to work flexible hours.

Minimum Qualifications

High school graduation or GED equivalent.

AND

Four years of volunteer or paid tour experience.

Education beyond high school may be substituted, year for year, for experience.

New class: 2-10-89

Revised definition: 2-14-92