

Specification for Class of

TOUR SERVICES COORDINATOR

Abolished Initially Effective January 13, 2006

Abolished Final Effective February 10, 2006

Definition: Responsible for the coordination and scheduling of the tour services activities for the Washington State Capitol and Campus. Tours include: daily public tours, special group tours, VIP tours, Executive Mansion tours, Old Capitol tours, and weekend visitor's tours. The position supervises staff performing tour activities.

Typical Work

Coordinates and supervises the Washington State Capitol Campus Tour Program: including supervising the day-to-day activities of subordinate Tour Services staff, including paid staff and volunteers; coordinating daily public tours; organizes and schedules special group tours; coordinates VIP tours; coordinates Executive Mansion tours; develops and implements Campus grounds tours; coordinates Old Capitol tours; coordinates activities with other visitor attractions on the Capitol Campus; and provides weekend visitor's hours and tours;

Develops, coordinates and maintains a self-guided tour series for the Capitol Campus;

Develops and coordinates tour services designed to meet the needs of international visitors;

Coordinate Tour Services activities with the legislature and other State agencies;

Develops creative and innovative methods to expand and improve Tour Services on the Capitol Campus, including developing and implementing a plan proposing a coordinated and cooperative effort to Centralize Tour Services on the Capitol Campus;

Organizes and coordinates a volunteer tour guide (docent) program for the Capitol Campus Tours Services program, including: supervising the day-to-day activities of volunteers; develops and coordinates volunteer leadership model; organizes and supervises the recruitment, screening, interviewing, placement, training,

scheduling, monitoring, recognition and evaluation of volunteer docents;

Develops and implements a comprehensive training program for volunteer docents and paid tour staff, focusing on the history of the Legislative Building, the Capitol Campus, the process of government, the people involved, and other areas and needs as identified;

Promotes the Washington State Capitol Campus as a tourist destination and educational experience including developing and implementing a comprehensive, ongoing plan to market and promote Tour Services and the Capitol Campus, represents Visitor Services by attending conferences, making presentations and serving on related boards and committees;

Organizes and conducts meetings, presentations, workshops, and develops material promoting the services available through State Capitol Tour Services;

Develops and coordinates a community outreach program designed to encourage community involvement and establish a broad base of support for the Washington State Capitol Campus;

Serves as a spokesperson for the Capitol Tour Program;

Assists with the development of legislation designated to support the activities of State Capitol Visitor Services by establishing a broad base of support for the Capitol Campus through Tour Services;

Acts as a liaison between Tour Services/Visitor Services/BFM and other agencies, the Legislature, Campus Security, local government, and the general public in matters relating to the Capitol Tour Program;

Coordinates the activities of Tour Services with the offices of elected State officials, the Legislature, and other State agencies;

Develops, implements and coordinates a campus wide hospitality/host training program available to Capitol Campus Staff;

Develops and maintains a record keeping system, including volunteer information, tour and visitor statistics, budget

information, and other pertinent data, and prepares reports as required;

Assists the Manager of Visitor Services with other duties as required, coordinates Tour Services activities with Campus Relations staff, and provides support in all components of the Visitor Services Program;

Performs other work as required.

Knowledge and Abilities

Knowledge of: tour and volunteer programs; staff supervision; local and State history; how State Government works; and

familiarity with Legislative procedures and Capitol Campus building and grounds.

Ability to: communicate effectively to different size groups and a wide variety of people; prepare program goals and objectives; establish and maintain cooperative relations with agency staff, legislative staff and the public; be enthusiastic and have an inquiring mind; be willing to work flexible hours.

Minimum Qualifications

A Bachelor's degree.

AND

One year of experience supervising a tour program or a volunteer program.

Additional qualifying experience may be substituted, year for year, for education.

New class

Effective January 13, 1989