



CALL FOR CANDIDATES

Tour Guide

Kentucky Derby Museum is a 501(c)(3) non-profit charitable organization that sits on the front steps of historic Churchill Downs Racetrack. It is one of the premiere attractions in the Louisville region, celebrating the tradition, history, hospitality and pride of the world-renowned event that is the Kentucky Derby. The Museum welcomes over 230,000 visitors annually; a large percentage of those visitors come from outside of Kentucky, journeying from across the country and the world.

Position: Tour Guide
Department: Visitor Services
Reports To: Front Desk Manager
FLSA Status: Part-Time/Hourly

Summary of Position: Conducts guided walking tours of Churchill Downs and/or Churchill Downs Backside. Greets visitors; collects and rings-in appropriate individual and group admission fees.

Essential Duties and Responsibilities:

- Greets visitors, ring-in appropriate individual or group admission fees.
- Conducts walking tours of Churchill Downs and/or Churchill Downs Backside tours
- Well-versed in Kentucky Derby and Thoroughbred racing history and trivia.
- Keeps informed on museum exhibits and events.
- Give directions to visitors.
- Customer service oriented.
- Perform front desk maintenance duties.
- Keep current on company computer, telephone system and other visitor services technology.
- Knows the names, titles and basic duties of all museum's staff
- Other duties, as assigned

Qualifications:

- High School Diploma or equivalent; no experience required.
- Must be 21 years of age or older and possess a valid drivers' license.
- Work experience in customer service preferred.
- Must be able to successfully pass a criminal background check &
- Ability to stand, walk, bend and climb.
- Experience with public speaking is a plus.
- Ability to memorize and recite facts clearly and accurately.
- Fluent in English; bilingual is a plus.
- Exceptional verbal communication and interpersonal skills.
- Basic computer skills, including email and word processing.
- Enthusiastic, engaging, and informative way of speaking.
- Ability to remain calm and collected when dealing with guests.
- Passion for learning and willingness to continue to acquire relevant knowledge.

**To apply for this opportunity, please send your resume to Chanda Day at cday@derbymuseum.org.
No phone calls, please.**

The information contained in this job description is not exhaustive of all the duties and responsibilities of this job, nor is it intended to be an all-inclusive list of the skills and abilities required to do the job. At the discretion of Museum management, duties and responsibilities may change due to reasonable accommodation or other reasons at any time.

The Kentucky Derby Museum is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, disability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law.