



Job Title: Visitor Services Staff and 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-renown event that is the Kentucky Derby. The Museum welcomes over 210,000 visitors annually; a large percentage of those visitors come from outside of Kentucky, journeying from across the country and the world. We are looking for an energetic individual who shares our passion in celebrating the Kentucky Derby with us every day!

Summary: Visitor Services Staff and Tour Guide conducts guided walking tours of historic Churchill Downs Racetrack and/or Churchill Downs Racetrack Barn and Backside Tours; greets visitors; collects and rings-in appropriate individual and group admission fees.

Essential Duties and Responsibilities: (Other duties may be assigned.)

- Be customer service oriented
- Greets visitors, ring-in appropriate individual and group admission fees
- Conducts walking tours of Churchill Downs Racetrack and/or Churchill Downs Racetrack Barn and Backside Tours
- Well-versed in Kentucky Derby and Thoroughbred racing history and trivia
- Keeps informed on Museum exhibits and events
- Be able to give directions to visitors
- Perform Front Desk maintenance duties
- Keep current on company computer, telephone system and other visitor services technology; outlook (email)
- Knows the names, titles and basic duties of all Museum's staff
- Lead tours during evening events

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- Ability to speak clearly and deliver clear, concise information
- Treats others and self with respect
- Follows through on commitments
- Demonstrates accuracy and thoroughness
- Keeps safety and security in mind; reports potentially unsafe conditions
- Adapts to changes in work environment
- Consistently at work and on time

Licenses:

- Driver's license
- Racetrack license (upon hiring at Kentucky Derby Museum expense)





Physical Demand:

- Must be able to lift/move up to 25 pounds
- Able to conduct 30-90 minute walking tours and/or 60 minute driving tours of Churchill Downs Racetrack
- Long periods of standing

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply: Please send a resume to Erin Wilkins at ewilkins@derbymuseum.org. No phone calls please.

