

Legislative Building Service Tour Guide

Salary: \$41,396 – \$46,121 BOE

Reports to: Tours Supervisor, Building Superintendent and Assistant Building Superintendent

INTRODUCTION

Legislative Building Services is responsible for the legislative campus grounds and buildings. LBS ensures that the grounds are secured, maintained and continually operating to the best of standards. They are the main point of contact for all custodial, security and building operations on the legislative campus. The LBS is nonpartisan, and much of the agency's work is confidential. The primary job of each LBS employee is to help the agency meet the expectations of the people it serves and to maintain and enhance the integrity and effectiveness of the legislature and the legislative process.

SUPERVISION AND GUIDELINES

Work is under general supervision. Guidelines include agency policies and state laws.

EXAMPLES OF WORK PERFORMED

- Greets visitors and conducts daily tours of the Capitol and Capitol Art Collection
- Answer requests for information and general research;
- Collect information and statistics on the history of New Mexico, the four State Capitols government, current affairs, art traditions and Native American history and culture.
- Additional include LBS telephone coverage as needed, tallying visitor numbers, sales of Capitol Art foundation post cards catalogues, counting money.
- Giving change and keeping records of weekly deposits.
- Plans expeditions, instruction, and appropriate commentary based on environmental conditions and clients' skills and ability levels.
- Provides guests and visitors with initial safety and administrative information and direction.
- Conducts tour or excursion while providing interesting and entertaining information about popular locations or specific points of interest.
- Retells and relays important or interesting historical facts, dates, and anecdotes.
- Engages with and charm to enhance the guest experience.
- Tailors tour content to the age and interest of guests and visitors.
- Facilitates rich discussions that maintain visitor's interest.
- Maintains compliance with all applicable safety practices, environmental regulations, and establishment policies.

- Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

- Excellent verbal and written communication skills with proven ability to facilitate conversations and stimulate large groups on long trips.
- Excellent interpersonal and customer service skills.
- Thorough understanding and knowledge of tour area including information related to its history, geography, scenic attractions, or other areas of interest.
- Excellent organizational skills and attention to detail.
- Ability to provide tours that are clear, informative, and entertaining.
- Excellent problem-solving skills with proven ability to improvise when unexpected problems or emergencies arise.
- Proficient with Microsoft Office Suite or related software.

MINIMUM QUALIFICATIONS

High school diploma or equivalent plus one-year related experience.

WORKING CONDITIONS

Employees work in a professional office setting in the State Capitol. During legislative sessions, the agency is open seven days a week, long hours are the norm and staff may be on-call depending on session demands.

Legislative employees are exempt from the State Personnel Act and from the federal Fair Labor Standards Act.

PHYSICAL REQUIREMENTS

- Prolonged periods standing and walking.
- Move about the inside of the buildings and grounds
- Physically able to speak for long periods of time while walking without becoming winded.
- Must be able to lift up to 15 pounds at times.

SALARY RANGE

\$41,396 - \$46,121

Please send your application or resume to Ashley Archuleta at Ashley.archuleta@nmlegis.gov.