



New Orleans African American Museum

1417-1418 Governor Nicholls

New Orleans, LA 70116

504.218.8254

jobs@noaam.org

www.noaam.org

The New Orleans African American Museum of Art, Culture and History (NOAAM) is dedicated to the preservation, presentation and interpretation of the African and African American culture and heritage of New Orleans and the African Diaspora.

Storyteller/Tour Guide

This position requires a higher level of engagement to NOAAM that has an outgoing personality professionally humored and has guest relations to have the guests and visitors become attentive and interested in what is inside the museum. The tour guide's responsibilities include planning tour itineraries, familiarizing customers with the surroundings, and ensuring that the group remains safe at all times. The Museum Tour Guide serves as an educator for the museum. These people should have a thorough knowledge of a museum's exhibits, which allows them to explain an art's significance, and answer any questions that guests might have.

The Museum Tour Guides use their expertise to keep guests engaged. This sometimes involves leading large groups of individuals in a wide range of age groups, including children. To ensure success as a tour guide, you should be an excellent storyteller with a knack for customer service. An outstanding tour guide will perform minor alterations to each itinerary to suit the unique interests of each group.

Reports to: Operations Manager

Full time___ Part time X

Contract___ Hourly/Salary X Retainer___

Primary Roles & Responsibilities:

- Leading museum tours for large and small groups of all ages
- Conducting behind-the-scenes tours of the museum and its facilities for special groups and VIPs
- Familiarize yourself with the layout and history of the Museum in which you will be working.
- Explaining exhibits in detail to visitors, providing context and background information to enhance their understanding of the material on display
- Ensuring the safety of collections
- Greeting tour groups as they arrive
- Informing guests about the itinerary and for each tour
- Interacting with a wide range of visitors in a variety of situations
- Remaining up-to-date about current events and changes in the museum and its exhibits
- Helping facilitate special events in the museum
- Addressing questions from guests
- Assisting the information desk
- Should have keen sense of direction



New Orleans African American Museum

1417-1418 Governor Nicholls

New Orleans, LA 70116

504.218.8254

jobs@noaam.org

www.noaam.org

- Creating a memorable and educational experience for visitors of all ages