

**EDSEL & ELEANOR FORD HOUSE  
JOB DESCRIPTION**

<b>POSITION TITLE:</b> House Leader	
<b>DEPARTMENT:</b> Visitor Experience & Education	<b>GRADE/CLASSIFICATION:</b>
<b>REPORTS TO:</b> Director of Visitor Experience & Education	<b>STATUS:</b> Part-time, non-exempt
<b>Original Approval Date:</b> April 2004	<b>Last Revision Date:</b> March 2019

**BASIC PURPOSE OF POSITION**

The House Leader oversees docent led tours in the house, including coordination with VEX, Collections, Maintenance, Visitor Services, and Security staff. She/he works closely with docents to maintain effective and comfortable flow of tours through the house, monitors the safety and comfort of guests, as well as the security of the collection. She/he communicates problems with schedules, docents, guests, collections, and security in a timely and efficient manner.

**RESPONSIBILITIES AND ACCOUNTABILITIES**

- Provides overall oversight of the visitor experience in the house with responsibility for the daily operation of tours.
- Complete walk through of house prior to first tour, to ensure the house is ready for guests, and after the last tour to prepare for Security.
- Serves as host by greeting guests as they arrive at the house and giving farewell when they depart.
- Coordinates the flow of tours through the house to keep multiple tours moving smoothly.
- Provides assistance during tours to help ensure a positive guests experience.
- Monitors the behavior of visitors to ensure safety and security of the collection.
- Maintains radio communication with security and visitor's service staff and other personnel to track visitors' locations, provide emergency assistance, and ensure that the special needs of visitors are addressed.
- Attends all staff and docent meetings.
- Acts as primary liaison between the daily visitor experience in the main house and other departments in the organization (maintenance, collections, landscaping)
- Communicates with Docent Coordinator about needs in the house for staff and/or visitors.
- Performs other related duties as assigned.
- Reports to Docent Coordinator.
- Fills in, as needed, on a temporary basis, as a Docent.

**TRAINING, EDUCATION and ABILITIES**

- High school diploma or equivalent
- Ability to communicate effectively with visitors and other staff members.
- Ability to handle multiple tasks and/or emergencies in a calm and professional manner.
- Must attend CPR or recertification training as necessary.
- Previous customer service or other related experience preferred.
- Excellent customer services skills
- Must be able to stand for long periods of time, climb stairs, and assist others.
- This is a weekend position with occasional weekday shifts.
- Must be available to work days, evenings, weekends, and holidays.

Submit resume to [jobsearch@fordhouse.org](mailto:jobsearch@fordhouse.org).