

Urban Rangers Interpreters for Heritage Area Public Tours and Museum Support

Baltimore National Heritage Area seeks individuals for our guided walking tours and museum support positions. Urban Rangers provide interpretation of the cultural and history assets on scripted walking tours: Heritage Walk, Historic Fell's Point, and Pennsylvania Avenue Heritage Trail. Individuals must be like the outdoors and navigating Baltimore. Enjoy walking and walking and interacting with the public.

BNHA Urban Ranger are ambassadors of Baltimore's history along each trail routes. Urban Rangers should have a partial knowledge of museums and cultural institutions within the Baltimore National Heritage Area. Interpret script and resource materials provided by the National Heritage Area.

Introduction:

This is the position of who performs a variety of tasks associated with the use and management of park resources. (1) facilitates visitor understanding of history and culture from a period of 16th through the 20th centuries; (2) facilitate visitor enjoyment of the cultural resources; (3) encourage visitors to develop a sense the National Heritage Areas history resources and institutions.

DUTIES

- Conducts basic research of topics for the purpose of providing interpretive programs orally. Presents a variety of formal an informal program including orientation talks, environmental education programs, conducted walks.
- Informs visitors about facilities and resource. Duties are performed at offsite locations, visitor center historical sites and collaborating museums.
- Basic knowledge of the cultural history of the individual historical buildings and neighborhoods based on the tour (trail) route.
- Basic knowledge of the principles of interpretation (storytelling), public speaking, and occasional use of presentation media.
- Basic knowledge and basic skills in providing CPR if needed.
- The work is performed in settings in which there is regular and recurring exposure to moderate discomforts and unpleasantness, e.g., high, or low temperatures, confined spaces, or adverse weather conditions.

Qualifications: Urban Rangers must be 18 years or older. High School degree required. College or graduate study preferred with experience in education, history, architecture, museum studies, performing arts, communications or a related field.

- Excellent speaking skills: especially the ability to succinctly express themselves. Public speaking or performance background beneficial.
- Strong interpersonal skills – must be able to make each visitor feel welcomed and engage with children.
- Sustained intellectual curiosity in Baltimore's history and culture.
- Friendly attitude towards visitors, groups and staff and a strong team player. Outgoing personality able to promote walking tours and Heritage Area partners and museums.

- Must be able to work independently and be dependable.
- Must be able to walk or stand for periods up to 90 minutes to complete a 2-mile trail.
- Must be able to work outside in variable weather conditions, including summer heat.
- Must be able to speak at an acceptable volume for two 90-minute tours.
- Must be able to attend required training.

Duties:

- Lead scheduled 90-minute tours of walking trails in the Baltimore National Heritage Area.
- Participate actively in training programs and other opportunities in order to expand knowledge of the tours and strengthen interpretive skills.
- Rangers welcome the public; promote tours, and direct visitors to facilities, exhibits, and other opportunities along tour routes.
- Assist in marketing tours when not giving tours, Attend outreach events, festivals and programs which promote tours and Heritage Area resources.
- Participate in ongoing evaluation programs and data collection from tour participants.
- Respond to different groups of visitors (adults, school children, and families) by varying tour content and techniques.
- Provide high level of customer service and seamless visitor experience for guests.
- Rangers help ensure public safety by responding calmly and professionally to emergencies.

Compensation: This is a contractual seasonal position. Urban Ranger pay is \$15 per-hour, 3 hours minimum, plus gratuity for walking tours, Paid training \$8.75 per hour.

Uniform shirt provided. Bottoms may be any shade of khaki-colored pants, cargo shorts or appropriate length skirt or shorts, and closed toes comfortable walking shoes.

For consideration send resume to kmoore@baltimoreheritagearea.org, At least three professional and or personal references required.