

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Tourism Guide

Definition

Under general supervision, provides assistance to tourists and other visitors to the State at highway information sites, during legislative sessions or tourist seasons; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Welcomes travelers to the state by providing informational materials on historical and scenic places and suggesting attractions and events in Iowa to encourage visitors to stay and tour Iowa.

Provides assistance to the traveling public by answering questions concerning lodging, restaurants, highway routes, weather advisories, and related areas to resolve difficulties encountered by visitors and Iowans.

Answers questions concerning the Capitol, other public buildings and places of interest; explains the physical operation of the State Legislature, and the functions and operations of various State departments.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.

Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen and understand information and ideas presented through spoken words and sentences.
- Memorization – Remember information such as words, numbers, pictures, and procedures

Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.

- Service Orientation – Actively looking for ways to help people.

Minimum Qualification Requirement

No specific education or experience is required.

Notes

Travel, including overnight travel, may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective date: 04/18 KJ