



Who are we?

The Pacific Battleship Center (PBC), doing business as the National Museum of the Surface Navy, is the fifth (5th) most popular tourist attraction in the greater Los Angeles area. As a historic ship museum, we're revolutionizing the way people experience history through multi-faceted programming, including on-site and virtual engagements for students, active-duty military and veterans, and community members.

Located on the Los Angeles Waterfront, the Battleship IOWA has welcomed millions of visitors since its opening in 2012. It is an exciting time for PBC as we are currently transitioning to become the National Museum of the Surface Navy by 2025.

What are we seeking?

PBC is seeking a **Tour Guide** to join our tour department to support our efforts to preserve and interpret Battleship IOWA, to educate the public on the accomplishments and sacrifices of American patriots, and to engage guests in unique and exciting ways that bring the ship to life by connecting the past with the present and the future. Battleship IOWA is not only a museum, but a community platform for impactful programs.

Minimum Expectations and Responsibilities

Essential Functions

- Opening and/or closing the public tour route
- Leading groups of 25+ on various tours
- Coordinating with other guides to maintain flow and timing of tours
- Interacting with and assisting guests in a pleasant manner
- Occasionally taking part in after-hours tours for events
- Responsibility for aiding guests with ticketing as needed
- Utilizing a creative approach to resolve guests' needs based on established techniques, policies, and procedures

Qualifications

- Must be at least 18 years of age
- Able to follow and provide effective directions
- Work well independently and as part of a team
- Available to work weekends and occasional evenings
- Dedication to accuracy of information presented
- Museum and/or customer service experience preferred

Knowledge and Skills

- Good public speaking and interpersonal communications skills
- Ability to read and adjust to the needs of an audience
- Ability to understand and use a POS ticketing system



Physical Demands

- Standing and/or walking for up to 7.5 hours
- Frequent lifting, climbing, and twisting
- Occasional squatting or kneeling
- Ability to ascend/descend stairs and maneuver through ship passageways and compartments
- Able to lift heavy objects up to 50 pounds

Work Environment

- Exposure to varying temperatures and weather conditions
 - Uneven surfaces and walkways
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The Pacific Battleship Center is seeking applicants who have demonstrated experience and commitment to working with a diverse community. This position is part time, non-exempt. Starting rate is **\$17.25 per hour with a salary review upon completion of a 60-day evaluation period**. Work schedule is a five (5) day work week. Occasional overtime hours may be required.

Working Environment

Battleship IOWA is a dynamic, high-spirited, family-oriented working environment. The team is transparent, hard-working, supportive, and fun-loving which can feel very different from corporate environments. Your team members will be honest with feedback, yet incredibly supportive to help you learn and accomplish your goals. Maintaining a sense of humor is essential since we take a fun approach to our serious work! The organization is on a trajectory to rapidly expand over the next four years, which will open up additional positions and growth opportunities. We are proud of our initiatives to build a diverse crew from a variety of backgrounds.

The role is physically located aboard the historic Battleship IOWA on the LA Waterfront in San Pedro, California.

Apply

To apply, please email your resume and cover letter to valdcomindras@labattleship.com, expressing why you think you're a good fit for this role. *Resumes without a cover letter will not be considered.*

The Pacific Battleship Center is proud to be an equal opportunity employer (EOE), dedicated to establishing and maintaining a diverse crew. We do not tolerate discrimination or harassment based on race, color, religion, gender, gender identity or expression, sexual orientation, genetic information, disability, or age.