Position Description

Mission
National 4-H Council (4-H), the nation’s largest youth development organization, grows confident young people who are empowered for life today and prepared for career tomorrow. 4-H programs empower nearly six million young people across the U.S. through experiences that develop critical life skills. In the U.S., 4-H serves every county and parish through a network of 110 universities and more than 3000 local offices. 4-H is a part of a unique private-public partnership of universities, federal and local government agencies, foundations and professional associations. National 4-H Council is the private sector, the non-profit partner of the Cooperative Extension System and 4-H National Headquarters located at the National Institute of Food and Agriculture within the United States Department of Agriculture.

Position Summary
4-H is currently seeking Program Assistants (PAs) in support of 4-H’s Educational Tours Program Educational Program. The PAs will become licensed Class B Tour Guides for the District of Columbia (DC) metro area to facilitate 4-H’s educational curricula to groups of youth. The program is an intense and exciting learning opportunity for youth and adults from all over the United States and the world. The PAs will be expected to make these programs successful by using their unique skills and knowledge in helping participants have the most educational and fun experience possible in the DC area and at the Conference Center. A typical work week would involve working with a client group for the duration of the group’s stay which may extend beyond regular business hours and include evenings, weekends, and holidays. The functions of the position will be accomplished in collaboration with each group’s coordinator as well as Council program and planning staff.

Position Terms
The Educational Tour Program provides a weekly stipend to defray expenses; additionally, the Program Assistants will receive room and board through the Educational Program’s on-campus housing site, Warren Hall, and the on-campus café, the Clover Café. Dates of the position are typically February through June for Spring. Travel to and from Washington, D.C. is at the applicant’s own expense.

Responsibilities

Tour Guide Duties
- Lead trips into the Washington, D.C. metropolitan area, and provide commentary on points of interest throughout the city, offering participants of the program with a unique learning educational opportunity.
- Serve as primary liaisons between the Conference Center and each group during their stay.

Program Facilitation Duties
- Lead educational workshops at the Conference Center which includes checking arrangements for room-set-ups, audio-visuals, entertainment, speakers, transportation, field trips, workshops, recreation, and developing specific curriculum for ongoing programs.
- Meet with adult and group leaders to assist and orient groups as they arrive; provide recreational and other free-time activities for participants; facilitate workshops; and complete other necessary program tasks as required.
Cross-Departmental Program Assistance Duties
- Work with various departments within 4-H; duties will be assigned based on need and interest.
- Provide departmental cross-functional support to the Resource Development, Marketing, Accounting, Hospitality, Supply Services, and Executive Office.

Qualifications
- Must have experience in leadership roles, public speaking, and presentation.
- Must be flexible and work well under pressure and with others and be at least 18 years old.
- Must have at least a high school diploma or equivalent, with education beyond high school preferred. Courses in political science, communications, history, and education preferred.
- Must be a citizen of the United States and be able to read, write and speak the English language.
- Must be able to pass a background check satisfactorily.
- Must complete the tour guide exam and meet the medical and physical requirements of the Department of Consumer and Regulatory Affair.

ADA Requirements: Position operates in a hotel and conference services environment. The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform vital functions.
- Role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- The position primarily requires a person to stand and walk for long periods (up to 8 hours)
- May require the ability to lift files, open filing cabinets and bend or stand as necessary.
- Basic math skills needed to calculate change (money), formulas, commissions, discounts; and must be able to lift 20 to 20 pounds.

Competencies

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<tr>
<th>Competency</th>
<th>Level (Beginning, Proficient, Advanced, Mastery)</th>
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<tbody>
<tr>
<td>Communications</td>
<td>Proficient</td>
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<td>Critical Thinking</td>
<td>Proficient</td>
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<td>Initiative &amp; Innovation</td>
<td>Proficient</td>
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<td>Collaboration &amp; Teamwork</td>
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<td>Customer Orientation</td>
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<td>Business Mindedness</td>
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<td>Spirit of Diversity &amp; Inclusion</td>
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Disclaimer
Position description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to include or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other tasks as needed.

Revision Date
9/12/2019