

PRESERVATION RESOURCE CENTER

— of NEW ORLEANS —

Tours Assistant

The Tours Assistant is a key member of the PRC Tour Operations team and serves as a primary point of contact for guests, tour guides, and gate attendants. This position helps ensure smooth day-to-day operation of tours by building schedules, supporting staff, and providing an exceptional guest experience.

Duties & Responsibilities:

- First point of customer service contact for tour guests
- Ensure phone calls, emails and texts are responded to in a timely manner
- Schedule tour guides and gate attendants
- Sets up private and specialty tours
- Consolidates tours and confirms new start times with guests
- Reschedules, cancels and refunds tours as needed
- Review and manage all platforms that SOC/PRC tours are advertised and sold
- Support the Travel and Communications Department as needed

Qualifications & Skills:

- High school diploma or equivalent, college degree
- Hospitality and tourism experience preferred
- Experience with FareHarbor booking platform preferred but not required
- Technical literacy (social media a plus!)
- Passion for New Orleans history, culture, and preservation

Working Conditions & Physical Requirements:

- This job will require weekend work and select evenings are possible
- This job will require work in off-site locations
- Reliable transportation is required
- Applicants should be able to stand for long periods of time and lift 15 lbs. or more



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Perks:

- Friends and Family Discount for Tours
- Complimentary membership to The Preservation Resource Center of New Orleans

Pay: Hourly, commensurate with experience and qualifications

How to Apply: Interested candidates should submit a resume and cover letter to Russell Blanchard at rblanchard@prcno.org by Monday, September 28th, 2026

Preservation Resource Center of New Orleans (PRC) *preserves New Orleans' historic architecture, neighborhoods and cultural identity through collaboration, empowerment and service to our community. Founded in 1974, PRC is a non-profit organization that has restored more than 1,500 properties citywide and has assisted countless individuals with their own renovation efforts through its outreach and advocacy programs. PRC provides resources and education to convey the economic, cultural and aesthetic importance of historic architecture in New Orleans and throughout the world. For more information about PRC and its revitalization efforts, call 504.581.7032 or visit www.prcno.org. Connect with PRC on Facebook and Instagram (@PRCNOLA).*

