



**DIVISION OF
STUDENT AFFAIRS**
CONFERENCES & VISITOR SERVICES

Position Description for Visitor Services Assistant

Reports To	Visitor Services Student Manager
Period of Employment	August through May
Hours	The Welcome Desk is open 8 am - 5 pm Monday through Friday. Employees will work approximately 4 – 8 hours a week.
Compensation	\$15.00 per hour
Requirements	Students must be in good standing with the university and all of its policies including COVID protocols.

The Conferences & Visitor Services Welcome Desk greets visitors who want to know more about the University of Maryland or our department. Our Welcome Desk is located in the main lobby of Turner Hall and our assistants have the opportunity to make a first and lasting impression towards our campus guests. Visitor Services Assistants are also integral in providing tours to middle and elementary school children inspiring future Terps for years to come. C&VS tours highlight the major locations on campus, while providing a fun and educational experience for all the student visitors, as well as their chaperones.

Qualifications:

Visitor Services Assistants must be personable, dependable, responsible, resourceful, genuinely concerned about our visitors' needs, take pride in their appearance and in representing the University of Maryland to our many audiences of visitors. Extensive knowledge of the campus community and a general knowledge of the metropolitan area are vital. An ELMS site is provided to employees with additional information about procedures, campus information, and other job-specific resources.

Learning Outcomes:

At the completion of training and working with Conferences & Visitor Services, our student assistants will receive a good rating in the following performance factors:

- Exhibiting communication skills through internal and external interaction, body language, and word choice.
- Displaying competence through prioritizing, knowledge of C&VS policies, attention to detail, and job specific responsibilities.
- Demonstrating critical thinking skills by being resourceful, solving problems, and remaining aware and adaptable.
- Showing professionalism through teamwork, being accountable, receiving feedback, and maintaining an appropriate appearance.

Specific Responsibilities:

Visitor Services Tasks

1. Welcome all guests and visitors to campus. Provide visitors with directions, parking information, campus maps, Visitor Guides, and answer questions about the University of Maryland and the surrounding community.
2. Respond to telephone calls promptly and accurately.
3. Provide tours for middle and elementary school age groups and other groups of interest such as graduate students, visiting scholars, and summer conference groups.
4. Fulfilling and logging map and visitor guide orders for on-campus and off-campus organizations.
5. Maintain a professional appearance at all times by wearing a name tag and uniform shirt (polo shirt and pullover provided).
6. Provide information about different aspects of the University including, but not limited to:
 - Majors and Minors on campus
 - Campus building names and information
 - Clubs and Extracurriculars
 - “Day in the life” of a college student
 - Division 1 athletics, as well as club and intramural sports
 - Events on campus around time of tour (ex. Maryland Day)
7. Forward C&VS messages and mail.
8. Assist with and maintain an orderly desk appearance.
9. Know emergency procedures and assist as needed in emergencies.
10. Attend all training sessions and staff meetings.
11. All other duties as assigned.