

Position Description for **Visitor Services Tour Guide**

Reports To	Visitor Services Tours Manager
Period of Employment	August-December (Considered for rehire after this period)
Hours	You are only paid for tours you complete, i.e there is not a set amount of guaranteed hours . The more availability you have the more tours you are scheduled for! Tour shifts are 2 hours long and occur Monday-Friday between 9:30-3:30pm.
Compensation	\$15.00 per hour
Requirements	Preferred to be able to work two days of the week with availability during the following hours: Monday-Friday 9:30am-12:30pm or 12:30pm-3:30pm. Students must be in good standing with the university and all of its policies including COVID protocols.

The Conferences & Visitor Services Tour Guides are 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 Tour Guides 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. A Tour Manual is also provided to all guides with additional information about specific routes and locations throughout campus.

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:

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. Provide tours for middle and elementary school age groups and other groups of interest such as graduate students, visiting scholars, and summer conference groups.
3. Maintain a professional appearance at all times by wearing a name tag and University of Maryland apparel (polo shirt and pullover provided as well).
4. 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)
5. Knowledge of emergency procedures and assisting as needed in emergencies.
6. Attend all training sessions and staff meetings. (Once a month)
7. Ability to speak loudly and clearly for approximately one hour.
8. All other duties as assigned.