

Position Description for **Visitor Services Tour Student Manager**

Reports To	Program Manager
Period of Employment	August through May
Hours	The Welcome Desk is open 8 am - 5 pm Monday through Friday. The Miller Administration desk is staffed 9 am – 4 pm Monday through Friday. Employees will work approximately 6 – 8 hours a week.
Compensation	\$17.00 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 Desks greets visitors who want to know more about the University of Maryland or our department. Our Welcome Desks are located in the main lobby of Turner Hall and the Miller Administration Building, and our staff have the opportunity to make a first and lasting impression towards our campus guests. Visitor Services staff are also integral in providing tours to middle and elementary school children inspiring future Terps for years to come.

Qualifications:

Visitor Services Tour Student Manager 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.

Learning Outcomes:

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

- Exhibiting professionalism through verbal communication, body language, and appearance.
- Displaying competence through preparedness, explaining policies, and resourcefulness.
- Demonstrating independence with reliability, organizational skills, and time management abilities.
- Showing teamwork through building relationships, being accountable, and displaying empathy.
- Exhibiting leadership in the areas of supervision, trustworthiness, and communication.
- Demonstrating critical thinking skills through problem solving, innovation, and flexibility.

Specific Responsibilities:**A. . Personnel Administration**

1. Assist in the hiring of the Visitor Services staff.
2. Plan staffing needs and create work schedules for welcome desks.
3. Locates staff replacements or filling in for missed/vacant shifts.
4. Aid with the design and delivery of training and development for the staff.
5. With the Program Manager, maintain the disciplinary/grievance process and document performance issues using accountability records.
6. Assist with staff performance evaluations.

B. Administrative Duties

1. Assist with the creation and maintenance of policies, procedures, and staff tour manual.
2. Responsible for the creation and maintenance of administrative forms.
3. Provide administrative support as required.
4. Assist with Maryland Day activities and perform special projects as assigned.

C. 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. Maintain a professional appearance at all times by wearing a name tag and uniform shirt (polo shirt and pullover provided).
5. Forward C&VS messages and mail.
6. Assist with and maintain an orderly desk appearance.
7. Know emergency procedures and assist as needed in emergencies.
8. Attend all training sessions and staff meetings.
9. All other duties as assigned.