RESIDENCE LIFE TOUR GUIDE
JOB DESCRIPTION

The primary goal of the Residence Hall Tour program is to provide accurate information on guided tours, be a positive representative of the Department of Residence Life and TAMU, and to provide any additional assistance that a visitor may need. A Residence Hall Tour Guide is a university host to the many people who visit our campus annually. We currently offer walking tours of various styles of residence halls on Monday through Friday and some Saturdays throughout the year.

The Residence Life Tour Program is coordinated through the Conference Services Office (CSO), while the Tour Guides work out of Hullabaloo Hall Desk. The Tour Guides are supervised by the Residence Life Tour Coordinator.

MAJOR/essential duties of the position:
✓ Receptionist for in-coming visitors to Hullabaloo Hall requesting tours of the residence halls.
  - Greet and register visitors
  - Directing individuals to the waiting area
✓ Guiding tours of residence hall rooms.
  - Answering a multitude of questions
  - Provide directions to visitors
✓ Conduct private group tours, which are scheduled in advance with the Conference Services Office and the Tour Coordinator
✓ Making sure tour rooms are properly secured, at all times
✓ Be knowledgeable about Residence Life residence halls, housing assignment process, and Texas A&M.
✓ Responsible for finding own replacements for work shifts, when unable to work.
✓ Be available to work occasional weekend hours.
✓ Attend training sessions, as deemed necessary by the Department of Residence Life.
✓ Participate in the work evaluation and tour review process.
✓ Other duties as assigned.

OCCASIONAL duties:
✓ May be asked to conduct tours for special events, such as Aggieland Information Day and Aggieland Saturday, where potential students visit campus
✓ May be asked to assist in decoration of tour rooms or in relocating tour rooms
✓ May have additional duties as requested by the Department of Residence Life.

PHYSICAL requirements:
✓ Willing to work up to 20 hours per week
✓ Be able to navigate to tour locations, lift boxes, and carry items up to 50 lbs.
✓ Must have good speaking skills.

EDUCATIONAL qualifications/training
✓ Are required to meet a minimum 2.25 cumulative grade point ratio and a 2.0 semester grade point ratio at the time of applying and throughout their term of employment.
✓ Must have computer experience in E-Mail, Microsoft Word and Excel. Any other experience is an asset.

WORK experience:
✓ Prefer, but not required, 1 year office experience, meeting and dealing with the public.
  - Living on campus or having lived on campus a plus.
  - We try to employ some staff that is familiar with the residence halls, as they bring valuable knowledge and experience in working with visiting students and their families and have experience with the needs of students in the residence halls.
  - Personable, enthusiastic, strong people skills

AVAILABILITY:
✓ Tours will occur Monday thru Friday, 9:00 a.m. to 5:00 p.m. and some Saturdays from the Hullabaloo Hall front desk. Hours fluctuate each semester and during the summer session.
✓ Must be ready at the beginning of a shift and stay until end of shift.
✓ Tours will be walking tours of various styles of residence hall facilities (Corridor, Balcony, Modular, Ramp, and Hullabaloo).
✓ Tours will primarily be walk-on participants, but occasional large group tours will also be scheduled.
✓ Will be required to attend a 4 hour training program, as a new Tour Guide, and Tour Guide meetings, as needed.
✓ Must be willing to work during holiday periods (Thanksgiving, Spring Break, Easter, etc.) and days when classes have been cancelled.
Will be required to work during Aggieland Saturday, which is during February of each year.

**SALARY:**

- New Tour Guides will start at $7.50 an hour. Raises are awarded for time in service and a positive performance evaluation.

I understand my job duties and requirements for being a tour guide:

Tour Guide Signature: ___________________________ Date: ________________

Supervisor: ___________________________ Date: ________________