Assistant Tour Coordinator
Position 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. The Assistant Tour Coordinator is a university host to the many people who visit our campus annually. Tour guides currently offer walking tours of various styles of residence halls on Monday through Friday and some Saturdays throughout the year, as well as private tours.

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

LEARNING outcomes:
- Communication
  - Demonstrate effective professional communication skills
- Management/HR
  - Develop skills relating to management and oversight of employees
- Logistics & Scheduling
  - Develop scheduling and organization skills
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders

MAJOR/essential duties of the position:
- Supervises the Tour Guides, and make sure Tour Guides are working during scheduled shifts
- Assists in hiring Tour Guides
- Assists in providing training to Tour Guide, as to job responsibilities
- Provides guidance and discipline to Tour Guides, as needed, with assistance of the Graduate Tour Coordinator
- Maintains the Tour Guide Desk, Waiting Area, and Display Rooms
- Works with Tour Guides, Graduate Tour Coordinator, and Conference Services Office in setting up tour rooms. Keeps tour rooms maintained and make requests for repairs and purchases, as needed
- Works with the Graduate Tour Coordinator in making sure time sheets are properly filled out and submitted by due dates
- Meets regularly with Graduate Tour Coordinator and Conference Services staff, as deemed necessary
- Meets with Tour Guides, as needed
- Is available to work weekend hours and/or Private Group Tours, as requested through the Conference Services Office
- Is available to conduct tours, when needed (i.e. assist with large tours, private tours, tour guide absence)
- Continuously develops and updates an Assistant Tour Coordinator handbook

OCCASIONAL duties:
- Relocates tour rooms as needed
- Distributes mail to the appropriate area or individual

REQUIREMENTS:
- Willing to work up to 10 – 20 hours per week
- Able to navigate to tour locations, lift boxes, and carry items up to 50 lbs.
- Must have good speaking skills
- Must have computer experience in E-Mail, Microsoft Word and EXCEL- any other experience is an asset

WORK experience:
- Strong knowledgeable about Residence Life residence halls, housing assignment process, and Texas A&M
- Familiar with the Residence Life Tour Program
- Living on campus or having lived on Texas A&M campus, a requirement
- Experience as a Resident Advisor or Hall Director preferred, but not a requirement
ACCOUNTABILITY

You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

NOTES

The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee’s performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

WARNING

A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

REPRIMAND

A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

PROBATION

A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

TERMINATION

Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift.
I understand my job duties and requirements for the Assistant Tour Coordinator position:

______________________________  ____________________________
Assistant Tour Coordinator       Assistant Tour Coordinator Signature

______________________________  ____________________________
Date                           Supervisor Signature