Tour Guide
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. 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 Tour Desk. The Tour Guides are supervised by the Residence Life Tour Coordinator.

LEARNING outcomes:
- Customer Service
  - Provide quality customer service to students, staff, and other stakeholders
- Resource Referral/Knowledge
  - Provide appropriate on-campus resources to students, staff, and other stakeholders
- Communication
  - Demonstrate appropriate professional communication skills within the workplace
- Representing an Organization
  - Understand how to effectively represent an organization to stakeholders

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
- Ensuring tour rooms and office equipment are properly secured, at all times
- Ensuring tour rooms are properly staged and tour brochures are properly stocked
- Conducting private group tours, which are scheduled in advance with the Conference Services Office and the Tour Coordinator
- Being knowledgeable about Residence Life residence halls, housing assignment process, and Texas A&M
- Being responsible for finding own replacements for work shifts, when unable to work
- Being available to work occasional weekend hours.
- Attending training sessions, as deemed necessary by the Department of Residence Life
- Participating in the work evaluation and tour review process
- Attending tour guide meetings
- Other duties as assigned

OCCASIONAL duties:
- Required to conduct tours for special events, such as Aggieland Saturday and Aggieland Information Day, where potential students visit campus
- Sending emails to the participants of the tours requesting them to fill out a survey evaluating the tour
- Will occasionally be asked to conduct private group tours, which are scheduled in advance with the Conference Services Office and the Tour Coordinator
- 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

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
- 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

Updated 11/21/2019
• Staff that is familiar with the residence halls is preferable, 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

ACCOUNTABILITY
SALARY:
- New Tour Guides will start at $7.75 an hour. Raises are awarded for time in service and a positive performance evaluation

ACCOUNTABILITY policy:
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 or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

I understand my job duties and requirements for the Tour Guide Position.

______________________________  ______________________________
Tour Guide                                               Tour Guide Signature

______________________________  ______________________________
Date                                              Supervisor Signature