**BURNABY CAMPUS TOUR GUIDE**

Department: Student Services, Strategic Enrollment Management Liaison

Position Reports To: Manager, Student Central

Description Prepared by: M. Kirsch Date: October 19, 2017

Salary: $12.75 / hour

Contract Type: PAF (Student Appointments by semester)

**POSITION SUMMARY**

Student Central Campus Tour Guides promote and personalize the university to prospective students and their families, as well as other guests to campus. Through guided tours of the campus, for both small and large groups, and through participation in large events (e.g. Information Evening), Student Central Campus Tour Guides provide visitors with a comprehensive overview of the university and its students’ achievements as well as information about academic and campus life, and student services.

Student Central Campus Tour Guides will be hired for a minimum two-term (8 month) commitment and will be part of the Student Central student staff team. Tour Guides who successfully perform their responsibilities may choose to remain with the Campus Tour Program as long as they are active students. Number of shifts and hours varies and are dependent on tour requests, and could include both scheduled and on-call work (see below under ‘Position Requirements’).

**DUTIES AND RESPONSIBILITIES**

<table>
<thead>
<tr>
<th>Duties</th>
<th>% of Time</th>
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<tbody>
<tr>
<td><strong>1. Campus Tours</strong></td>
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<tr>
<td>• Promotes, engages, and personalizes Simon Fraser University to prospective students and their families, as well as other guests through a tailored guided campus tour</td>
<td>90%</td>
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<tr>
<td>• Provides visitors with a comprehensive overview of the University and its students’ achievements as well as information about academic and campus life, and student services</td>
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<td>• Handles inquiries from tour guests appropriately by providing guests with resources and/or referrals to respective departments</td>
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<td>• Conducts tailored follow up emails to guests to further promote the university to prospective students and other guests and includes additional resources as requested</td>
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<td>• Participates in large events that requires the assistance of tour guides (e.g., Information Evening, Alumni tours, high school group tours, Take Your Kids to Work Day)</td>
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<td>• Ensures knowledge of University history, campus, faculties, programs, residence, student life opportunities, and student services are up to date by referring to Campus Tour Guide Handbook and any updates sent out by the management team</td>
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<tr>
<td>• Enhances current policies and procedures by providing suggestions and feedback to the management team in order to achieve higher efficiency for daily operations and to ensure that an appropriate array of services is available to students and other audience group</td>
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<td>• <strong>Employee Professional Development Plan</strong></td>
<td>10%</td>
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<tr>
<td>• Sets performance, personal and professional development goals and proposes approaches to achieve such goals through sit down meeting(s) with their mentors (ie. Student Central Information</td>
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Assistants

- Provides and receives feedback to and from their mentor(s) throughout the term with a focus on enhancing each other’s personal development and growth
- Attends monthly team training, to develop skills, work on goals and learn additional information

DECISION MAKING
Each tour guide recommends the best resource(s) and directs tour guests to appropriate department(s) or personnel; handles issues or concerns of tour guests; decides appropriate tour routes for any group assigned; recommends the most efficient and effective methods of developing and maintaining administrative tour systems and procedures; etc.

SUPERVISION RECEIVED
Works under minimal yet specific supervision, where each tour guide is independently responsible (once fully trained) when conducting Campus Tours. Receives direction or guidance on contentious issues and/or matters falling outside existing policies and procedures or past practice. Shadowed twice a term by the Student Information Assistant to ensure tours are held up to the standards of the Campus Tour program.

UNUSUAL WORKING CONDITIONS
This is a partially on-call position that may require shifts outside of normal business hours, including evenings and weekends.

POSITION REQUIREMENTS
- Must be committed and available for 8 months (two consecutive terms)
- Must meet the following availability requirements: approximately two 2-hour shifts per week, and one 2-hour training per month (scheduling is done around tour guide’s course schedule)
- A demonstrated enthusiasm for Simon Fraser University
- Ability to communicate clearly, effectively and enthusiastically, despite relaying similar information on a frequent basis
- Current student at SFU with at least one year’s worth of study, and in good academic standing
- Comfortable speaking to large groups (up to 15-20 guests)
- Professional, punctual and dependable
- Excellent interpersonal and organizational skills
- Ability to communicate both effectively and enthusiastically in verbal and written communication
- Ability to work in a team environment
- Ability to problem solve, think on your feet and be flexible under pressure
- Mature, self-motivated, and quick learner
- Individual should be familiar with or eager to learn about:
  - University History
  - Services available to students
  - Faculties and academic programs
  - Orientation programs
  - Student life (participation in on-campus work, volunteerism or community a definite asset)
  - Co-operative Education
  - Residence
- Proficiency in a second language would be an asset