A. IDENTIFICATION
Position Title: Surrey Campus Student Tour Guide
Department: Student Services
Position Reports To (Title): Manager, Student Central
Description Prepared by: M. Kirsch
Date: October 19, 2017
Salary: $12.75 / hour
Total # of positions available: 1 or 2
Contract Type: PAF (Student Appointments by term)

B. POSITION SUMMARY
Surrey 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 such as Surrey Information Session and Surrey Program Fair, Surrey 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. With the guidance and training of Surrey Student Information Assistants (all are former Tour Guides), Surrey Campus Tour Guides develop goals and enrich their knowledge and skills through developmental conversations each shift.

Surrey Campus Tour Guides will be hired on a per-term basis (with a minimum 8-month commitment) and will be part of the Student Central student staff team. The hours of work are scheduled by term to reflect the tour times of each day (approximately 1.5 hours per shift). Number of shifts and hours varies and are dependent on tour requests and includes both scheduled and on-call work. After a 4-month term as a Surrey Campus Tour Guide, student staff may choose to cross-train to Burnaby Campus as well, and thereafter hold shifts at both campuses.

C. DUTIES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Duties</th>
<th>% of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Campus Tours</strong></td>
<td>85%</td>
</tr>
<tr>
<td>• Promotes, engages, and personalizes the university to prospective students and their families, as well as other guests through a tailored, guided campus tour</td>
<td></td>
</tr>
<tr>
<td>• Provides guests with a comprehensive overview of the university, its students’ achievements, and information about academic, campus life, and student services.</td>
<td></td>
</tr>
<tr>
<td>• Handles inquiries from tour guests appropriately by providing guests with resources and/or referrals to appropriate departments and services</td>
<td></td>
</tr>
<tr>
<td>• Ensures knowledge of the university history, campus facilities, faculties, programs, residence, student life opportunities, and student services are up to date by referring to Surrey Campus Tour Guide Handbook and any updates sent out by the management team</td>
<td></td>
</tr>
<tr>
<td>• Enhances current policies and procedures by providing suggestions and feedback to the management team</td>
<td></td>
</tr>
<tr>
<td>• Creates customized tour bags for guests with specific information handouts and goodies</td>
<td></td>
</tr>
<tr>
<td><strong>2. Employee Professional Development Plan</strong></td>
<td>15%</td>
</tr>
<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. Surrey Student Information Assistant)</td>
<td></td>
</tr>
<tr>
<td>• 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</td>
<td></td>
</tr>
</tbody>
</table>
D. DECISION MAKING
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.

E. SUPERVISION EXERCISED
None (no subordinates).

F. SUPERVISION RECEIVED
Works under minimal, yet specific supervision, where the incumbent is independently responsible 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.

G. UNUSUAL WORKING CONDITIONS
This is an on-call position that may require a few shifts outside of normal business hours, including evenings and weekends to ensure providing adequate staff for tour groups and/or special events. (Shift bookings will never conflict with class schedules).

H. ENTRANCE QUALIFICATIONS
- Must be committed and available for 8 months (two consecutive terms)
- Must be available for a 1.5 hour shift, at least twice a week
- A demonstrated enthusiasm for Simon Fraser University
- Experience with classes, programs, employment or engagement at SFU’s Surrey Campus
- 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)
- Punctual and dependable
- Excellent interpersonal and organizational skills
- Ability to communicate clearly, effectively and enthusiastically, despite relaying similar information on a frequent basis
- Ability to work in a team environment
- Ability to problem solve, think on your feet and be flexible under pressure
- Professional demeanor, ability to work well under minimal, yet specific supervision
- Mature, self-motivated, and quick learner
- Self-reflective and open to participating in a mentee-mentor relationship with the Surrey Student Information Assistant for professional development
- Individual should be familiar with and/or eager to learn more about:
  - Services available to students, specifically at the Surrey campus
  - Faculties and programs of study
  - University history, specifically Surrey Campus information
  - Welcome Day programming for incoming students
  - Student life
  - Co-operative Education
  - Study Abroad
- Proficiency in a second language an asset