HOUSING TOUR GUIDE
A Res Life tour guide is a student employed by the Department of Residential Life to lead groups of prospective students and their guests through the residence halls during daily tours, VIP tours, group tours, and special events, including some weekend hours. Tours shifts are 10:00 a.m. - 12:00 p.m. and 12:30-4:30 p.m.

Tour guides are the front-line customer service and recruitment staff for Res Life, and must be friendly, professional, knowledgeable, and customer-service oriented. The team of student tour guides works with and reports to the Res Life Communications staff to lead all daily tours, recruitment events, orientation sessions, special event tours, and more. All necessary training will be provided.

QUALIFICATIONS:
• Be in good academic, financial, and judicial standing with the University.
• Have a minimum GPA of 2.0
• Enrollment for the fall 2018 as a full-time student
• Currently or have previously lived in on-campus housing for at least one semester

CONDITIONS OF EMPLOYMENT
• The term of appointment is for the academic year. Employment is scheduled August 20, 2018 to May 10, 2019, and includes holiday breaks when the university is open.
• Tour Guides must be committed to the tours for the entire contracted period.
• Tour Guides must be available to work for an entire shift.
• Tour Guides must be available to commit to all special event dates (unless in class or stated at the time of hire):
  - Saturday, September 15 - Kickoff LSU (away game)
  - Monday, October 8 - Kickoff LSU
  - Friday, Oct. 12 - Nicholson Gateway Ribbon Cutting
  - Saturday, November 10 - Kickoff LSU (away game)
  - Monday, November 19 - Kickoff LSU
• Tour Guides are responsible to complete all training programs and attend bi-weekly meetings.

COMPENSATION:
• The position is hourly starting at $8.
• Students may work up to 20 hours/week while classes are in session and 40 hours/week during break periods.

RESPONSIBILITIES & EXPECTATIONS:
• Be outgoing, personable, and talkative.
• Take a leadership role in engaging the guests, assessing their needs, providing information, and leading tours.
• Be knowledgeable of all of housing policies, processes, and any changes for the upcoming semester.
• Be professional and customer-service oriented at all times.
• Must be able to problem-solve and make quick decisions.
• Use any knowledge that you may have about living on-campus to its benefit.
• Only share positive stories about LSU and Res Life.
• Lead tours during any type of weather, no driving or riding in personal vehicles.
• Perform various administrative tasks and maintain presence on live chat as directed by supervisors.
• Professionalism with punctuality and communication of absences.
• Represent the department by wearing staff shirts and name tag during your shift.
• After the tour, report your number of guests/students and complete end of the day checklist.

Applications for the 2018-19 Tour Guide position are due by Friday, August 31, 2018.
Application review will be on a rolling basis. Email your resume and interest to reslifecomm@lsu.edu.