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| Job Title | Tour Guide Manager |
| Office/Department | Admission |
| Location (Building) | Peter Paul Luce Admission Center at Wade House |
| Supervisor | Kelsey Scholtens |
| Length of Employment | Academic Year |
| Job Wage Rate or Range | \$11.00 (effective Sept 1, 2014) |
| Position Summary | <p>Tour Guide Managers lead, support and encourage tour guides through training, evaluating, and assisting supervisors where needed. Managers provide tour guides with current information about Cornell College through emails, calendar of current events, and in person. All tour guide managers will do both office work and give tours to prospective students and their families. Managers need to be knowledgeable about tour guide expectations, admission process, academic profile, and student life at Cornell.</p> |
| Principal Duties and Responsibilities | <p>Managers will follow-up with Tour Guides regarding missing postcards, meetings, schedules, timecards, etc. Assignments throughout the year will include updating a current events calendar, assisting with admission events, help plan training and monthly meetings, and other duties as assigned.</p> <p>Managers will also give tours to prospective students and families, high school counselors, alumni, prospective and new employees throughout the academic year. Managers must be friendly, personable, able to relate to a wide range of people from different backgrounds. They must also possess knowledge of Cornell, student life, academic programs, admission process, and be willing to share their own experiences.</p> <p>Managers are expected to work a minimum of 12 hours including giving one tour per block, office coverage, attend meetings</p> |

each block, block break training session (twice a year), tour during Open Houses, and follow-up with prospective students (by sending postcards within 2 days of giving the tour). Evaluations will take place on a semi-annual basis. All managers will need to reapply and interview for this position on a yearly basis.

Knowledge Skills and Abilities

- Typing
- Phone Coverage
- Data Entry
- Research Assistant
- Tutoring
- Athletic Training
- Maintenance
- Receptions/Registrations
- Customer Service/Public Relations
- Microsoft Excel
- Microsoft PowerPoint
- Dreamweaver
- Troubleshooting PCs
- Sports Information
- Audiovisual Skills
- Library Circulation Desk
- Photography
- Maintain Inventory
- Heavy Lifting Required

Additional Job Qualifications

- Filing
- Photocopying
- Cataloging
- Operate Switchboard
- Scheduling
- Telemarketing

- Supervisory Responsibilities
- Microsoft Word
- Microsoft Access
- Installing Hardware
- Internet Searches
- Graphic Arts
- Sports Statistician
- Shelving Books
- Interlibrary Loan
- Food Preparation
- Cash Register Skills

Managers must have strong oral communication skills, understand the benefits of a liberal arts education, knowledge of Cornell College, and a positive attitude about the college. Managers must be able to keep confidentiality due to work with Admission and Financial Assistance and giving tours to candidates for employment.

Expectations

Be available to give tours Monday – Friday at 11:00 and/ or 3:00pm, Saturday mornings, and occasionally on Sundays. Tours during Open House events and admitted student days are mandatory (unless there is a class conflict). Office work and help with Admission events

(mingling with families in the morning) are also available but not mandatory.

Working Conditions

Outside (all weather conditions) and office work inside

Other

Employees may be required to perform other job-related duties as assigned. All requirements are subject to change over time, with possible modifications made to reasonably accommodate individuals with disabilities.