

Job Title
Office/Department
Location (Building)

Supervisor
Length of Employment
Job Wage Rate or Range
Position Summary

Tour Guide
Admissions
Peter Paul Luce Admission Center at Wade House
Kelsey Scholtens
Academic Year
\$10.00 (effective Sept 1, 2014)
Tour Guides are ambassadors of the college and are responsible for acquainting prospective student and their families with Cornell College and the campus by walking visitors around campus and providing accurate information about student life, academic programs, Cornell history, and admission information. Tour guides are encouraged to share their own experiences during tours and interactions with visitors. Guides also give tours to high school counselors and consultants, Board of Trustee Members, families of current students, as well as new and prospective employees.

Principal Duties and Responsibilities

Tour Guides' primary responsibility is to give tours throughout the academic year. Guides must be friendly and personable, have ample knowledge of Cornell College's academic programs, student life, and Cornell's admission process, have a positive view of Cornell College, and project that attitude to prospective students. Tour Guides need to be able to relate to people from many different backgrounds.

Tour Guides are expected work a minimum of 12 hours including giving one tour per block, attend meetings 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 tour guides 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

- Filing
- Photocopying
- Cataloging
- Operate Switchboard
- Scheduling
- Telemarketing
- Scheduling
- Supervisory Responsibilities
- Microsoft Word
- Microsoft Access
- Installing Hardware
- Internet Searches
- Graphic Arts
- Sports Statistician
- Shelving Books
- Interlibrary Loan
- Food Preparation
- Cash Register Skills

Additional Job Qualifications

Tour Guides 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. Tour Guides 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), some 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