**Visitor Center Representative/Tour Guide**

Visitor Center Representative/Tour Guide, under general supervision, serves as EWU representative to promote the University to students, potential students, their families and alumni. Duties may include, but are not limited to:

* Lead University tours.
* Answer and return phone and email inquiries on a daily basis.
* Assist with tour and event sign-ups for guests and families.
* Maintain the appearance of the front desk and lobby.
* Perform routine clerical work (e.g. creating agendas for campus visits, pamphlets, visitor center operations, etc.)
* Serve on student panels for Admission events both on and off campus.
* Assist with Admissions event preparation and communication with tour guides.
* Communicate with visiting students and families.
* May assist with training and coordinating new tour guides.
* Assist with social media campaigns and virtual campus visits.
* Perform other duties as assigned or required.

This position will report to *insert department* and *insert title of supervisor/manager.*

This position will work *insert days and hours per week.* This position may require night and weekend work.

**Required Qualifications:**

Applicants must possess knowledge of the college and its campus(es)

Applicants must exhibit excellent Eagle Pride, and have a high level of school spirit! Applicants must have excellent customer service and people skills.

Applicants must have the ability to be flexible, adaptable, and teachable. Applicants must be able to effectively manage their time and prioritize tasks of variable importance.

Applicants must be reliable, responsive, organized, sensitive to the needs of a diverse population, willing to take direction and follow guidance.

Applicants must be patient, good listeners and have exceptional written and verbal communication skills.

Applicants must be able to work with others at all levels, have a professional demeanor, excellent interpersonal skills, strong oral and written communication skills, and emotional intelligence.

Applicants must be able to manage conflict, collaborate and work effectively both independently and as a member of a team.

**Student employees are subject to EWU’s employment Policies and Procedures and the EWU Student Code of Conduct. As a student employee, you are expected to adhere to both. Please be advised that violations of the EWU Student Code of Conduct may affect your employment on campus, even if the conduct occurs beyond the scope of your job responsibilities.**

**All new employees must comply with EWU immunization Policy 602-02 and provide proof of immunity or vaccination to MMR before beginning work at EWU. Waivers for the immunization requirements are available for medical or sincerely held religious beliefs.**

**This position, during the course of university employment will be involved in the receipt of, or accountability for, university funds or other items of value; as well as the unsupervised access with the developmentally disabled, vulnerable adults or children under the age of 16. The offer of employment is contingent upon successful completion and passing of a background check prior to beginning employment.**

**Salary Range A**