Every year, more than 45,000 people visit campus for tours and other programs offered at the Huetwell Visitors Center.

Tour Guides play a crucial role in ensuring these visitors feel welcome by providing excellent service, up-to-date and helpful information, and a student’s perspective on our amazing university.

Our goal is simple: Every visitor should leave campus not only better informed, but more enthusiastic about our campus, its diverse community, and our university’s 200-year commitment to excellence.

**LEARN MORE**

Attend an informational meeting on Wednesday, Dec. 7 from 6-7 p.m. in the Student Activities Building’s Maize & Blue Auditorium.

**READY TO APPLY?**

Complete an online application at admissions.umich.edu/tour-guides by 5 p.m. on Friday, Jan. 6.
ROLE OF TOUR GUIDES
Tour Guides are representatives of the University of Michigan - its history, opportunities, attributes, benefits, and services - when interacting with campus visitors. Acting as representatives for the university, Tour Guides warmly welcome all campus visitors and work to establish a positive first impression for prospective students and their families.

DUTIES
Tour Guides host a variety of groups, including prospective students and their families, visiting dignitaries, alumni, community organizations, and middle or elementary school students. Each guide serves as the “front door” to the university, displaying pride, passion, and professionalism while representing themselves and the school.

LENGTH OF EMPLOYMENT
Our Tour Guide contract is from February 2016 to April 2017. Summer employment is highly desired but not mandatory.

TIME COMMITMENT
Tour Guides are required to be available for a minimum of two tours per week (see Tour Guide Shifts). Our tour schedule corresponds to the admissions calendar, so each month varies in the number of tours offered. Tour Guides should expect to give 4-5 tours per month. Additionally, Tour Guides must attend monthly staff meetings and training sessions, and work at least three football Saturdays in the fall. Tour Guides can request a semester leave of absence for academic pursuits, study abroad, or internships. Approval is at the discretion of a supervisor.

QUALIFICATIONS
Tour Guides must have strong public speaking skills and should be knowledgeable of university resources and policies. Tour Guides must be punctual, reliable, and conscientious in the performance of all duties. Both work-study and non-work-study positions are available.

TRAINING
Mandatory orientation and training sessions will take place on Saturday, Feb. 11, from noon to 4 p.m., and Wednesday, Feb. 15, from 6-8 p.m. The sessions will cover campus tour protocol, university facts and history, and general operational policies such as customer service, professional work ethics, and public speaking.

TOUR GUIDE SHIFTS
(Please note shifts can change throughout the year)
- Monday-Friday: 10:30 a.m.-12:30 p.m., and 2-4 p.m.
- Saturday: 10 a.m.-noon, and 11:30 a.m.-1:30 p.m.
- Special group tours are scheduled outside of the normal hours, including on weekends.

PAY
Tour Guides earn $9.50 per hour and are eligible to receive a raise after every two full semesters worked. Raises are offered to guides who provide tours on a regular basis with exemplary performance.

SELECTION PROCESS
To apply for a Tour Guide position, please submit your completed application at admissions.umich.edu/tour-guides by 5 p.m. on Friday, Jan. 6. Qualified applicants will receive a notification to register for one of three group interview sessions on Jan. 23, 25, or 26.

FOR MORE INFORMATION
Please contact UA-TOUR-GUIDES@umich.edu