EACH YEAR, OVER 40,000 PEOPLE PARTICIPATE IN OUR VISITATION PROGRAMS AND TOURS OFFERED AT THE HUETWELL VISITORS CENTER.

The University of Michigan welcomes all those who enter its doors and strives to enrich their U-M experience by providing excellent service with a focus on continuous improvement. Our intent is to create feelings of goodwill and to leave a positive impression with everyone who enters.

The Huetwell Visitors Center’s staff convey the Michigan spirit and the values we strive to embrace - enthusiasm, a commitment to excellence and diversity, and a sense of community, within both the University and Ann Arbor.

WANT TO LEARN MORE ABOUT BEING A TOUR GUIDE?

Attend the informational meeting on Thursday, December 4 in the Student Activities Building, Maize & Blue Auditorium, from 5:30-6:30 p.m.
PURPOSE
Tour Guides are responsible for representing the University of Michigan - its history, opportunities, attributes, benefits, and services when hosting or welcoming visitors to campus. Acting as a representative for the university, Tour Guides are expected to warmly welcome all campus visitors, mainly serving prospective students and parents, while working to establish a quality first impression.

DUTIES
Tour Guides are responsible for hosting groups that will include, but are not limited to, prospective students and their parents, visiting dignitaries, alumni, community organizations, and middle or elementary school students. Each guide is responsible for serving as the “front door” to the University. Tour Guides must display pride and passion for the University of Michigan while representing themselves and the school in a professional and appropriate manner.

ACCOUNTABILITY
Tour Guides are accountable to all staff of the Huetwell Visitors Center and Office of Undergraduate Admissions, fellow Tour Guides, and to the University of Michigan as a whole. Primary supervision is given by the Recruitment Coordinator for the Huetwell Visitors Center.

TIME COMMITMENT
The Tour Guide contract is for one full school year. Tour Guides are required to have availability to give 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 amount of tours available. On average, each guide may give 4-5 tours per month. Additionally, Tour Guides must attend mandatory monthly staff meetings and training sessions, and work at least three football Saturday games during the season. Tour Guides can request a semester leave of absence if needed for academic pursuits, study abroad and internships. This approval is at the discretion of the Recruitment Coordinator for the Huetwell Visitors Center. Mandatory Tour Guide orientation and training will take place on Sunday, February 8 from 11:00 a.m. - 4:00 p.m.

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

TRAINING
Training will be Sunday, February 8 from 11:00 a.m. - 4:00 p.m. Training includes, but is not limited to, campus tour protocol, University facts and history, and general operational policies such as customer service, professional work ethics, and public speaking.

LENGTH OF EMPLOYMENT
February 2015 – April 2016. Summer employment is highly desired, but not mandatory. Continued employment is ensured through exemplary performance, but granted at the discretion of the Recruitment Coordinator for the Huetwell Visitors Center.

TOUR GUIDE SHIFTS
(This is just a guide, as shifts can change throughout the year)
• Monday-Friday: 11:00 a.m. - 1:00 p.m. / 2:30 p.m. - 4:30 p.m.
• Saturday: 10:00 a.m. - 12:00 p.m. / 11:30 a.m. - 1:30 p.m.
• Special Group Sessions will be scheduled outside of the normal hours.

SALARY
$8.50/hour. Both work-study and non-work study positions are available. Tour Guides are eligible to receive a raise after every two full semesters worked. Raises are offered to those 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 by Wednesday, January 21, 2015 at 5:00 p.m. Applications can be completed online at admissions.umich.edu/tour-guides. Late applications will not be accepted.

Qualified applicants will be asked to participate in a group interview session on January 26, 28, or 29. Applicants will be sent notification for registering for one of these sessions via email. Select applicants will be chosen from the group interview to participate in individual interviews.

FOR MORE INFORMATION PLEASE CONTACT
UA-TOUR-GUIDES@UMICH.EDU