

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00135	Pay Grade:	7
JD Title:	Campus Tour Coordinator and Liaison Assistant	JD FTE Hours:	35
Job Family:	PR/Alumni		

General Description

Responsible for coordinating, implementing, and managing the daily operations of the regular campus tour program ensuring professional customer service and delivery of information to visitors. Liaises with internal and external departments to ensure compliance and effective delivery of services.

Representative Duties & Responsibilities

- Ensure that campus tours are coordinated, implemented, and managed according to established University policies, procedures, and guidelines.
- Greet visitors, answer or redirect general inquiries in person, by telephone and via email and respond independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
- Liaise with various University staff to accommodate the needs of campus tour visitors.
- Create job postings for recruiting University student tour guides.
- Prepare and distribute tour guide application packages.
- Interview and hire the student tour guide team.
- Ensure that all on-boarding paperwork for temporary staff is completed and processed.
- Develop and deliver training programs for temporary staff.
- Prepare weekly payroll for temporary staff including inputting hours into the payroll system.
- Plan, schedule, and organize tour bookings, and determine the staffing resources required.
- Initiate and monitor tour guide sign up.
- Document and review the performance of tour guides.
- Update, maintain, and verify information in a variety of spreadsheets and databases.
- Write a variety of documents such as correspondence and reports.
- Update and maintain information on websites and social networks.
- Provide accurate statistical information pertaining to the campus tour program, and publication requests for both internal office and campus-wide reports.
- Review and process all electronic campus tour feedback forms, and escalate items of note to senior staff.
- Update and maintain the department bulletin board ensuring points of interest that have occurred recently at the University are highlighted.
- Provide administrative, organizational, and planning support for major visit events throughout the year including, but not limited to, preparing printed promotional material and information packages, and assisting with set up and take down for events.
- Provide assistance to campus visitors with travel arrangements and accommodations.
- Review various documents for errors including brochures, reports, and correspondence.
- Process and track handbook requests.
- Monitor inventories of office, travel, and special event supplies.
- Ship packages of University promotional material and publications to high schools and other relevant destinations.

Supervision

- Ongoing responsibility for hiring and supervising 10 or more casual employees at any one time.

Qualifications

- Bachelor's degree in a related field of study.
- Requires 3 years of relevant experience, including one year of supervisory experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to word process documents and enter data into databases and spreadsheets.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of up to 2 hours of routine mental effort for activities such as:
 - Collecting routine information, filing documents, word processing routine documents such as correspondence and forms, and inputting data into a spreadsheet.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Ensuring that campus tours are coordinated, implemented, and managed according to established University policies, procedures, and guidelines.
 - Greeting visitors, answering or redirecting general inquiries in person, by telephone and via email and responding independently to inquiries that are specific in nature and require a thorough knowledge of established policies and procedures.
 - Interviewing and hiring the student tour guide team.
 - Developing and delivering training programs for temporary staff.
 - Planning, scheduling, and organizing tour bookings, and determining the staffing resources required.
 - Documenting and reviewing the performance of tour guides.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests and simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

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JD #:	JD00135	Pay Grade:	7
JD Title:	Campus Tour Coordinator and Liaison Assistant	Total Points:	500
Job Family:	PR/Alumni		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	E3	100
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	3.0	55
Responsibility	9. Planning and Coordination	3.0	46
	10. Responsibility for Others	4.0 ^{Full}	78
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.5	53
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5