A Res Life tour guide is a student employed by the Department of Residential Life to lead groups of prospective students and their guests through the residence halls during daily tours at 10:30 a.m., 1:30 p.m., and 3 p.m., with occasional tours outside of the normal tour times, as well as summer orientation groups. Tour guides are the front-line customer service and recruitment staff for Res Life, and must be friendly, professional, knowledgeable, and customer-service oriented. The team of student tour guides works with and reports to the Res Life Communications staff to handle all daily tours, recruitment events, orientation sessions, special event tours, and more. All necessary training will be provided. Summer tour guide employment begins May 8 and ends August 18. Employment start and end dates can be flexible if stated at the time of hire. Training may be prior to May 8 for students that are available. Tour Guides must be committed for the entire contract period, unless flexible start and/or end dates are stated at the time of hire.

**Required Qualifications:**
- Be in good academic, financial, and judicial standing with the university
- Enrolled full-time** at LSU with a minimum GPA of 2.0
- Currently or have previously lived in on-campus housing
- Available for tours in the morning 10 a.m. - 12 p.m. and/or afternoon from 1 p.m. - 4:30 p.m.
- Must be available in the afternoons for all or most of the following summer 2017 orientation dates:
  - June 8, 9, 12, 13, 15, 16, 19, 20, 26, 27, 29
  - July 6, 7, 10, 11

**Full-time enrollment during the summer means that the student is either enrolled for a minimum of 12 credit hours during the summer OR was enrolled for the spring semester as a full-time student (12 or more credit hours) and is registered as a full-time student for the fall semester (12 or more credit hours).**

**Specific Responsibilities, Duties, and Expectations:**
- Be outgoing, personable, and talkative. Take a leadership role in engaging the guests, assessing their needs and providing information to them. Also take a leadership role in organizing and leading tour, small and large.
- Be knowledgeable of all of updates and any changes for the upcoming semester.
- Be professional and customer-service oriented at all times with an ability to problem-solve and make quick decisions.
- Use any knowledge that you may have about living on-campus to its benefit. Only share positive stories about LSU and Res Life.
- Attend and participate in tour guide meetings, training sessions, and tours.
- Conduct daily tours as well as be available for tours during all Freshmen Orientation sessions.
- Lead tours during any type of weather, no driving or riding in personal vehicles.
- Decorate and maintain the tidy appearance of all show rooms in the summer.
- Perform various administrative tasks as directed by supervisors when not leading a tour.
- Professionalism with punctuality and communication of absences.
- Represent the department by wearing staff shirts and nametag during your shift.
- Show the Residential Life video to tour participants before leaving Grace King Hall.
- Maintain the professional appearance of Grace King lobby, and replenish marketing materials.
- After the tour, report your number of guests/students on the tour-tracking log.
- Engage with guests through the Residential Life live chat system during office hours.
- Complete timesheets accurately and on-time.

**Compensation:**
- The position is hourly starting at $7.25.
- Up to 40 hours per week in the summer if not enrolled in summer school**, or up to 20 hours if enrolled in summer school.

Applications for the 2017 Summer Tour Guide position are due by Friday, March 31, 2017. Email your resume and interest to reslifecomm@lsu.edu.