



# Student Labor Position Description

## Multi Work-Learning-Service Level Form

(For combining up to two Work-Learning-Service levels (WLS) on the same form)

Department Name: Public Relations

Org. #: 5030

Position Title: Tour Guide Associate

WLS Levels: 3 -- 4 Position Codes: S81411 , S07268

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: 2010

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### WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
  1. All entering students during the first year of enrollment (or first term if entering mid-year); and
  2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

  - Student managers in the department; or
  - Students responsible for managing highly technical positions within the department; or
  - Master level student artisans
- **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation.*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

  - Supervision of other student managers; or
  - Supervision of students in highly technical positions
- **WLS UC -- Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

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#### I. WLS Levels 3 -- 4

#### II. Description Of Duties For This Position:

A. The following duties are assigned to WLS level 3:

1. Should have a working knowledge of Berea College history.
2. Familiarity with Tour Guide Manual facts and other materials.
3. Gives solo tours as assigned by supervisor.
4. Draft and mail thank-you letters to visitors and describe tours for reports.
5. Responsible for finding replacement when unable to fulfill work/tour assignments.
6. Observe that the Visitor's Center and environments are neat and clean.
7. Maintain and restock supply of brochures, and notify supervisor when supplies are in need of ordering.
8. Performs other duties as requested by supervisor.
9. Help compile tour statistics for department.
10. Help train new tour guides under head tour guide's guidance.

11. Answer phones professionally and schedule tours or take message as call requires.

B. In addition, WLS level 4 would be responsible for the following duties:

1. Same duties as WLS 3 but perform with less supervision and more initiative.
2. Research history and fact check materials used for tours.
3. Leader to the other guides as an example of maturity, professionalism, institutional and historical knowledge, and conduct.
4. Oversee training of tour guides under head tour guide's tutelage.
5. May conduct labor meetings. May facilitate in the planning of labor meetings. May assign special reports for further study.
6. Works closely with labor supervisor acting as the liaison to other guides and proxy for UltraTime system.
7. Responsible for collecting, maintaining, and generating tour statistics.
8. Oversees the "Reservation Calendar" of bookings and backup filing system of request cards.

### **III. Learning Opportunities For This Position:**

A. The following are learning opportunities for WLS level 3 :

1. Will demonstrate the attributes listed on the "Outline of Berea's Labor and Learning Progressions" for this job's grade level and all levels below it as published in the Berea College Student Labor Program Policies and Procedures Manual, Tools (07-08).
2. Learn about Berea College from a unique professional perspective.
3. Learn about office routines, etiquette, punctuality, dependability and public relation skills.
4. Opportunity for tour-related research.
5. Develop better writing and oral skills.
6. Learn about a team-based work environment.

B. In addition, the following are learning opportunities for WLS level 4 :

1. Same as WLS3, but student should have a better understanding of them and work more independently.
2. Acquire vast institutional knowledge of the campus and community.
3. Build upon management/supervisory skills.

### **IV. Qualifications Needed For This Position (Indicate Any That Are WLS Level Specific):**

- A. Must have spent at least one semester, preferably a year, as a tour guide WLS 3 at Public Relations for WLS 4.
- B. Willingness to accept tasks as assigned, flexibility is important.
- C. Genuine interest and concern for Berea College policies and commitments.
- D. Possess and exhibit good customer service skills and ability to exercise sound judgement when dealing with the public.
- E. Professional phone etiquette and excellent written and spoken English skills.
- F. Understand and exhibit to others why a clean, neat, respectful appearance and mode of dress is required.
- G. Student should be in good standing with all various College departments and policies.
- H. Must be dependable, responsible, respect for confidentiality, have ability to follow directions, perform with very little supervision, and obtain a strong initiative.
- I. The students who work in Public Relations are a very important part of the Public Relations' team. The duties listed above are but a representative sampling of the kinds of duties and responsibilities of the Office Assistant who work in the office. Any worker (full-time staff or student) must be willing to accept assignments of a varied nature that are designed to fulfill the needs of the office's responsibilities in support of Public Relations and the work of the Office.