

3. Volunteer Position Description: Building Tour Assistant / Guide

- **Position Title:** Volunteer Building Tour Assistant / Guide
- **Organization:** PPLA PCS
- **Location:** On site
- **Reports To:** PPLA PCS Team
- **Purpose:** To welcome visitors, prospective students/families, new staff, or community members and provide informative, engaging, and positive tours of the facility. Tour assistants are key ambassadors for the organization.
- **Key Responsibilities:**
 - Greet visitors warmly and professionally.
 - Lead individuals or groups on scheduled tours of the building/campus.
 - Learn and share key information about the organization's history, mission, programs, and facility highlights.
 - Follow designated tour routes and points of interest.
 - Answer questions accurately and resourcefully, or direct visitors to appropriate staff for more information.
 - Represent the organization in a positive and enthusiastic manner.
 - Assist with tour preparation or follow-up tasks as needed (e.g., setting up materials, tidying reception area).
 - Provide feedback on the tour experience to the supervisor.
 - Adhere to all organizational policies and safety procedures.
- **Qualifications/Skills:**
 - Excellent communication and interpersonal skills.
 - Friendly, welcoming, and enthusiastic demeanor.
 - Comfortable speaking in front of small groups.
 - Ability to learn and retain information about the organization and facility.
 - Punctuality and reliability.
 - Professional appearance and conduct.
 - Ability to walk and stand for the duration of the tour (specify approximate length/distance).
 - Knowledge of the organization/school is a plus.
- **Training & Support:**
 - Orientation to the organization and facility.
 - Training on tour routes, key talking points, and frequently asked questions.
 - Opportunity to shadow experienced tour guides.
 - Ongoing updates and support from the supervisor.
- **Benefits:** Meet diverse groups of people; develop public speaking and customer service skills; deepen your knowledge of the organization; contribute to a positive first impression for visitors.