Volunteer Position Summary

The role of the Goodes Hall Tour Guide is to provide visiting alumni with a sense of the history of the school, Goodes Hall, an overview of the updates and expansions that have occurred over the past years and an update of current news to help them feel connected to the school. These volunteers will also perform duties as needed to ensure that visiting alumni have a positive overall reunion experience.

Major Duties & Responsibilities

Volunteers in this role are required to familiarize themselves with the history of Goodes Hall, and to prepare for and execute a guided tour of Goodes Hall for visiting alumni. (Volunteers will be provided with tour information during training.)

Other duties may include:

- Welcoming alumni to the Smith School Alumni Brunch to ensure their experience begins on a positive note.
- Assisting with group class photos to ensure a smooth and enjoyable event experience.
- Being prepared to answer accessibility-related questions as required. (Volunteers will be provided with accessibility FAQs at orientation.)
- Answering general questions as required to ensure alumni are informed and feel comfortable at the event / with their Homecoming itinerary.

Skills Required

- **Open to current Smith Business students only**
- Outgoing, friendly personality
- Strong interpersonal skills
- Enthusiastic attitude
- Familiarity with various Goodes Hall & campus locations
- Familiarity with the latest news and developments in your faculty/ school to share with alumni – they will want to hear about the current Queen’s experience!
- Detail-oriented
- Ability to focus and to answer questions in a fast-paced environment
- Respectful, patient demeanor
- Adaptability
- Exceptional customer service
Skills Acquired

- Networking experience
- Presentation skills
- Frontline customer service experience

Expectations

- Volunteers are expected to sign in at the Development & Alumni Engagement Office in Goodes Hall (room 294) before their shift, where they will be provided with any last-minute instructions; please make sure you are on time!
- Dress code: TBC at orientation
- **NOTE:** Sometimes, external factors (e.g. weather, number of attendees, event logistics, etc.) may necessitate changes to an event or to a volunteer’s on-site duties. Please be prepared to expect the unexpected and to be flexible if necessary!

Time Commitment

Volunteers are expected to arrive on time for their scheduled shift. Shifts are **4 hours** in length, from **9 am – 1 pm**. (A reminder with your actual shift time(s) is included in your registration confirmation email).

Additionally, volunteers in this role are **required** to attend a **one-hour general orientation session**, in addition to a **specialized training session in Goodes Hall** prior to Homecoming weekend (food will be provided!)

Staff Partnership

Julie Heagle – Development & Alumni Engagement Coordinator, Alumni Engagement at Smith School of Business
**Cell:** 613-453-4787 | **Email:** Julie.heagle@queensu.ca

Benefits

- Opportunity to expand your Queen’s network
- Opportunity to be a part of a Queen’s tradition
- Volunteer jacket bar & tricolour socks
- Smith T-shirt and pizza provided
- Reference letters available upon request