



TEXAS SOUTHERN UNIVERSITY

Office of Student Financial Assistance

Ph: 713-313-7071 • Fax: 713-313-1859 • financialaid@tsu.edu • www.em.tsu.edu

Work-Study Job Request Form

Supervisor Contact Information – Please complete all fields.				Off /On-Campus:	On-Campus
Supervisor Name	Trendi Nguyen		Supervisor Title	Customer Service Manager	
Building/Department	EO Bell Hall		Room#/Floor	240	
Phone Number	7849		Email Address	Trendi.nguyen@tsu.edu	
BackUp Supervisor	Jennifer Rhodes		BackUp Title	International Admissions	
BackUp Phone Number	4397		BackUp Email	Jennifer.rhodes@tsu.edu	
EXAMPLE	OPEN: 8:00am	CLOSE: 5:00pm	THURSDAY	OPEN: 8:00 AM	CLOSE: 5:00 PM
MONDAY	OPEN: 8:00 AM	CLOSE: 5:00 PM	FRIDAY	OPEN: 8:00 AM	CLOSE: 5:00 PM
TUESDAY	OPEN: 8:00 AM	CLOSE: 5:00 PM	SATURDAY	OPEN As Needed	CLOSE: As Needed
WEDNESDAY	OPEN: 8:00 AM	CLOSE: 5:00 PM	SUNDAY	OPEN: As Needed	CLOSE: As Needed
Job Title	Tour Coordinator		Work Location	BB 2 nd Floor Lobby	No. of Positions
					10
Minimum GPA Requirement	3.0 (<i>Preferred 3.5</i>)		Major	Any	
Job Description					
<p>Coordinates tour scheduling of campus to prospective students and families. Answer a multi-line phone and transfer calls to the appropriate office(s). Answer/make phone calls from or to prospective students, current students, discontinued students, families, and college counselors. Participate in on-campus and off-campus recruitment events when available (Campus Tours, Open House, and Other Recruitment Events as needed). Participate in local high school recruitment and visits; programming (Scholars Nights, Tiger Day, Orientation, Preview Weekend, etc.). Represent Texas Southern University at conferences, and attend college fairs with Recruiters upon approval. Prior Recruitment and Campus Tour Experience (<i>preferably a Tiger Ambassador</i>) Positive attitude about Texas Southern University. Must maintain confidentiality and exercise extreme diligence with confidential information and materials. Possess strong interpersonal communication skills and behaviors both in person and via phone. Be sensitive and responsive to diverse audiences. Comfortable with public speaking; prepared to convey information on-the-spot and to follow-up unanswered questions in an expedient manner. Able to present Texas Southern University in a positive light at all times. Exhibit leadership and initiative; be dependable, display self-discipline and confidence. Willingness to lead informative campus tours, including consecutive tours for large or intimate groups. Participate in monthly meetings and training sessions. Ability to read and interpret documents such as office manual, college publications and maps. Ability to independently write routine reports and correspondence. Strong organizational skills and attention to details.</p>					
Dress Code					
Business Casual					
Objective (What [skills, experiences] will the student develop in this position?)					
<p>Coordinators are dedicated to representing Texas Southern University as primary liaisons between the Office of Enrollment Services, Outreach and prospective students, families, and visitors. They present a positive and accurate picture of the institution in a professional and welcoming manner, providing insight into student life and the value of the Texas Southern University experience. Student Ambassadors conduct dynamic campus tours, participate in primary campus and community events, and contribute to the general operation of the Enrollment Services Office. Coordinators understand event planning logistics, leadership, administrative coordination, customer service skills, public speaking, outreach and admissions processes.</p>					
Date 7/16/19					

Please send your documents to:
 Texas Southern University
 Office of Student Financial Assistance
 3100 Cleburne Street • Houston, TX 77004