

Lodewick Visitors Center

Employee Benefits and Responsibilities

The Lodewick Visitors Center (LVC) serves as the University of Connecticut's 'front door' where guests to the campus are greeted warmly and provided with the information they need to make the most of their visit to the Storrs Campus.

It is the responsibility of the LVC Colleagues to ensure that visitors have a positive experience by assisting them with directions, offering friendly advice about places to see and things to do while on-campus, and helping to promote UConn as a top college choice.

The benefits of working at the LVC are numerous and include:

Working with a dynamic and personable staff of 40 undergraduate students. LVC Colleagues hail from all over Connecticut, New England and beyond. They have diverse interests and are involved in a variety of activities. Colleagues form lasting friendships with their co-workers. One of our mantras is, "there are no bad days at the LVC". This means no matter your mood – guests expect great customer service but it also means that we are here to support you and you will always find a friend to talk with at the LVC.

Public speaking and presentation skills training. You will be instructed on UConn history, facts and figures and how to present that information in a compelling and confident manner. The ability to speak effectively is a valuable skill for any career.

Leadership development. Colleagues begin as "Newbies" and become full fledged tour leaders when they have mastered the information session and tour route presentation. By showing initiative, stepping up to cover busy periods, and receiving excellent evaluations, Colleagues can become Team Captains. Most Colleagues start at the LVC in their sophomore year and stay until they graduate. During that time they will become leaders for the next class of Colleagues.

Earn while you learn. The LVC provides raises each semester and a bonus for students who work over the summer. During the semester, Colleagues will give tours and work at the front desk for a minimum of six hours per week. Desk assignments usually allow time for students to study or do research on-line. Your work schedule is based on your availability – so you work when you can and there is flexibility to switch shifts with other Colleagues.

Being an LVC Colleague includes the following responsibilities:

Mandatory attendance to all training sessions (fall and spring) and staff meetings, as well as shadowing tours, reading and memorizing University facts and history, learning handicap etiquette, and performing general office procedures. Colleagues are expected to lead campus tours and to complete all assigned tasks promptly.

Maintaining your work schedule and shift coverage. Your work schedule is based on your class schedule and availability. Days off must be requested prior to the creation of the three-week work schedule. Once the schedule is made – you need to find your own coverage.

Mandatory work for special events - Open Houses and Showcases.

Working a minimum of eight hours per week and up to five weekend days a semester.

LVC hours of operation are as follows:

Monday - Friday 10 am - 6 pm If leading a tour - show up 15 minutes prior .

Saturday and Sunday - 10 am - 4 pm. If leading a tour - show up 1 hour prior.

Representing UConn by looking the part. Uniform shirts will be provided to new Colleagues. Uniform or UConn shirts and nametags must be worn while on duty. No jeans, flip-flops or cargo attire are to be worn at the LVC. Sneakers are allowed only when leading a tour.

Abiding by LVC Colleague standards. Read and follow the LVC Employee Manual. Working at the Lodewick Visitors Center is an honor and a privilege. LVC Colleagues are viewed as among the best trained, professional and poised students at the University of Connecticut. Tour leaders interact with thousands of visitors influencing how guests view UConn which, in turn, shapes the University's reputation. Colleagues are valued members of the University community.

Additional Information:

Paychecks are issued bi-weekly on Thursday after 3 pm. Completed time cards are also due on the same day when paychecks are issued.

Summer Jobs:

Tour guides may also work over the summer (May thru the end of August). Students work between 20 - 35 hours per week. Housing is provided in an on-campus apartment or a stipend is given to students living off-campus. Summer Colleagues also get a \$1 raise. Flexible schedule allows for students to take summer classes and vacation time. *Hiring preference is given to students who work over the summer.*

Applications available on-line at *visitors.uconn.edu* under Employment

Applications are also on the UConn student employment website listed under Job Code 253 -Recruiting Specialist.

**Applications are due by February 27, 2009.
Be sure to include your letter of recommendation.**