



Dear Applicant,

Congratulations! You've taken a first step to becoming a Housing Ambassador for the Housing & Residential Education Department. Thank you for your interest in joining our team. Review this application packet, familiarize yourself with the position description and required qualifications. If you feel this is an opportunity you wish to pursue, I welcome you to complete the enclosed application.

Are you interested in developing your professional skills and building new relationships? Are you looking for a fun, team-oriented part time job on campus? Housing is currently hiring for the upcoming academic year.

The Housing Ambassador provides aid in the main Housing office by serving all residents and patrons of Housing. This part-time position is responsible for answering questions, taking payments and giving tours, assisting in administrative responsibilities, providing adequate and informative customer service and giving support when needed to other Housing staff. The Housing Ambassador reports to the Assignments Coordinator.

We are looking for individuals who are excited about working in a fun, fast-paced environment, who believe in our HRE values of Excellence in Service, Respect, Integrity, Positive Attitude, and Team. We hope to hire individuals who are able to commit to working throughout the academic year, able to troubleshoot, and take the initiative to help ensure residents and guests receive excellent customer service while on our campus. You will have the opportunity to work in the hospitality industry, gain leadership skills, resolve conflicts, and be part of a dynamic team working together to successfully create a home-away-from-home for residents living on this campus.

I hope you will consider joining us!

Sincerely,

Christopher Breedon

Assignments Coordinator  
Housing and Residential Education  
cbreedon@housing.utah.edu  
801-587-0855



## Housing Ambassador Position Description

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### Overview & General Purpose

Located in Salt Lake City, the University of Utah is a public, 4-year institution committed to providing an exceptional academic and co-curricular experience for students and the University community. The “U” is a PAC-12 institution with over 33,000 students. Heritage Commons is home to 2,800 students who live in the 2002 Winter Olympic athlete village, residing in 20 co-ed residence halls and 10 apartment buildings. In addition, Housing & Residential Education has two apartment buildings located in downtown Salt Lake City that constitute Downtown Commons. Heritage Commons constitutes 868K square feet and Downtown Commons is 26K square feet. HRE is growing with a 309 bed Honors Living Learning complex (161K square feet) that opened August 2012 and additional 416 bed Entrepreneur-Innovation Living Learning complex (150K square feet) opening August 2016. The University Housing Campus Master plan calls for continued growth and construction to meet the housing demand.

The Housing Ambassador provides customer service and support in the Housing & Residential Education office and assists the Assignments Coordinators by performing various in-office tasks and assisting students. This part-time position is responsible for inventory management, assisting in prospective student recruitment and providing friendly and informative customer service. The Housing Ambassador reports to the Assignments & Customer Service Coordinator.

As a member of the HRE team, it is expected that Housing Ambassadors uphold all of the values of the department and follow all HRE and University policies and procedures.

### Qualifications

- Ability to work effectively in a diverse office setting.
- Must be able to maintain student information under strict confidentiality.
- Must be a current University of Utah student in good standing with the University and maintain that status throughout employment.
- Strong organizational skills to manage workflow and establish a harmonious and productive environment.
- Skill in accurately analyzing information, situations, and procedures in order to problem solve and take initiative on projects.
- Skill in speaking concisely and logically to convey information and explain policies and procedures.
- Ability to work well in a team setting and create a positive working environment.
- Demonstrated skill to work effectively with students, parents, and university officials of diverse backgrounds.
- Excellent communication and interpersonal skills.
- Working knowledge of various software packages (including spreadsheets, word processing, and email)



### Preferred Qualifications

- Experience living on campus at the University of Utah
- Previous experience in customer service
- Previous experience in an office setting or performing clerical work

### Work Schedule

- Housing Ambassador work schedule will be set by the Assignments Coordinator, with hours not to exceed 20 per week. The Housing & Residential Education office hours are Monday through Friday from 8am until 5pm.
- Must be able to attend bi-weekly staff meetings.
- Must be able to participate in occasional after-hours and/or weekend recruitment events

### Compensation

\$9.00 - 10/hour

## Primary Responsibilities

### Customer Service/Student Relations

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, questions, concerns and suggestions for ways to improve patron satisfaction.
- Acts as an information source to students about resources available within the University.
- Collects payments from students to pay their housing bills
- Provides information to students, parents and community members about the procedures within HRE, University and Government regulations (i.e. FERPA).
- Assists in the university housing move-in and move-out process, holiday closing and summer school process.
- Works with the Occupancy team to troubleshoot and help provide patrons with the most accurate account information
- Possesses extensive knowledge of on-campus housing options.
- Follows all policies and procedures related to emergency and crisis situations.

### Occupancy Management

- Informs the Assignments and Occupancy Coordinators of possible problems and discrepancies
- Understands the assignment and reservation process, in addition to contract termination procedures
- Assists with the check-in and check-out process of the Residence Halls.
- Communicates with maintenance and custodial staff regarding building issues and concerns.
- Responsible for notifying residents of incoming new roommates.



### Prospective Student Recruitment

- Provides prospective students and their parents tours of housing facilities.
- Represents HRE at recruitment events and provide housing information to prospective students.
- Additional recruitment opportunities that may arise.

### Administrative

- Responds to general housing emails and phone calls.
- Maintains accurate electronic and paper records and under strict confidentiality.
- Processes student agreements and paperwork in a timely manner.
- Assists in day-to-day administrative tasks and projects established by the Assignments Coordinator.

*Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.*



## Housing Ambassador Application 2016-2017

**Instructions:** Complete both pages of this application, attach your resume, and email all application materials, or hand deliver them by **5pm on July 21, 2017**. Applications received after the deadline may be considered depending on the number of applicants.

**Email to:**

Christopher Breedon, Assignments Coordinator  
cbreedon@housing.utah.edu

**Hand-deliver to:**

Christopher Breedon, Assignments Coordinator

Name: \_\_\_\_\_ uID: \_\_\_\_\_ Phone: \_\_\_\_\_

Please check the appropriate boxes:

1. Have you ever lived on campus?  
 Yes  No
2. Will you be living on campus during the upcoming Spring, Summer, or Fall Semesters (2017)?  
 Yes  No  
Which, \_\_\_\_\_
3. How many hours are you able to work per week (maximum of 20)?  
 1-5 hours  10-15 hours  
 5-10 hours  15-20 hours
4. Are you an HRE Student Leader for the upcoming academic year (Late Night Programmer, RHA member, Social Justice Advocate, or RA)?  
 Yes  No
5. Are you available to work during holidays and over breaks?  
 Yes  Sometimes  
 No
6. Housing Ambassador training takes place during the first few weeks of work. Are you able to start training right away?  
 Yes  No
7. Please list any other commitments you may have (other jobs, extracurricular, etc):  
  
\_\_\_\_\_  
\_\_\_\_\_

\*Please note that while we try to accommodate people's preferences, we are not always able to. Upon hiring, staff members will be placed according to best fit.

