



HA Job Description and Purpose

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.

Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, identities, expressions, 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.

Qualifications

- Must be a current University of Utah student in good standing with the University and maintain that status throughout employment
- Ability to work effectively in a diverse office setting
- Ability to maintain student information under strict confidentiality
- Organizational skills to manage workflow and establish a harmonious and productive environment
- Skill in accurately analyzing information, situations, and procedures to define problems and formulate conclusions.
- Excellent communication and interpersonal skills
- Skill in speaking and writing concisely and logically, using grammatically-correct language to convey information and explain policies and procedures
- Demonstrated skill to work effectively with students, parents and university officials
- Working knowledge of various software packages (including spreadsheets, word processing and email)

Preferred Qualifications

- Experience living on campus at the University of Utah
- Customer service experience
- Clerical experience

Work Schedule

- Housing Assistant work schedule will be set by the supervisor, with hours not to exceed 20 per week. The Housing & Residential Education office hours is open Monday through Friday from 8 a.m. until 5 p.m.



Housing & Residential Education

- Must be able to attend bi-weekly staff meetings that will be set at the beginning of each semester
- Must be able to participate in occasional after-hours and/or weekend recruitment events such as tours and tabling events on weekends

Compensation

- \$9.00-10.00 an hour

Customer Service

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, concerns and suggestions for ways to improve student satisfaction
- Assists in the university housing move-in and move-out processes, break and holiday closing
- Collects payments from students to pay their housing bill
- Acts as an information source to students about resources available within the University
- Provides information to students and parents about the procedures within HRE, University and Government regulations (i.e. FERPA)
- Possesses extensive knowledge of on-campus housing options
- Understands the assignment and reservation process in addition to contract terminations procedures
- Works with the occupancy team to troubleshoot and provide accurate information
- Informs the Assignments and Occupancy Coordinators of possible problems and discrepancies
- Assists in the opening and closing of the housing office

Prospective Student Recruitment

- Give prospective students and their parent's tours of housing facilities
- Represent HRE at recruitment events and provide housing information to interested students
- Additional recruitment opportunities that may arise

Occupancy Processing

- Responsible for notifying roommates of new move-ins
- Assists with check-in and check-out processes
- Communicates with maintenance and custodial staff regarding building issues and concerns

Administrative

- Responds to general housing emails and phone calls
- Maintains accurate electronic and paper records and under strict confidentiality



THE UNIVERSITY OF UTAH

Housing & Residential Education

- Processes student agreements and paperwork in a timely manner
- Assists in day-to-day administrative tasks and projects established by the supervisor.