

Are you interested in developing your professional skills and building new relationships? Are you ready to take your job to the next level and take on more responsibility in a fun and team-oriented way? Are you interested in supervising and training staff and performing higher level administrative tasks? Then apply to be the Lead Housing Ambassador! You will have the opportunity to gain leadership skills, resolve conflicts, and help create a home-away-from-home for residents.

A typical shift might include:

- Answering a wide-range of questions from students, families, and guests about resources available within the University
- Offering on campus resources to residents
- Addressing complaints, questions, concerns and suggestions for ways to improve guest satisfaction.
- Enforcing the procedures within HRE, University and Government regulations (ahem - FERPA) – with residents, parents, and with staff.
- Helping assist an emergency and crisis situation – from maintenance requests to roommate conflicts
- Help lead Housing Ambassador team meetings

Semester Tasks Might Include:

- Serving as a crew lead for university housing move-in
- Interviewing, training, and evaluating Housing Ambassadors
- Assisting Assignments Coordinator in creating Housing Ambassadors' schedule before semesters begin, during school break, and finals week.
- Working with campus partners to schedule specialized training for Housing Ambassadors (i.e. OEO, LGBT Resource Center, Women's Resource Center, Disability and Access)
- Helping with Connecting U, LLC Tours, Red, White, and U as well as additional recruitment opportunities that may arise.

This Job Might Be For You If:

- You are excited about working in a fun, fast-paced environment, who believe in our HRE values of Staff Excellence, Integrity, Team, Service, Social Justice/Inclusion, Positive Attitude

- You want to help your peers become stronger leaders and have ideas on how to better develop or enhance their skills. You are team-focused and cheer others on to their successes.
- You are able to troubleshoot the various problems that arise and come up with creative solutions.
- You take the initiative to help ensure residents & guests receive excellent customer service.
- You communicate clearly. You can explain almost anything to anyone. You are comfortable talking to people in person, over the phone, or via email.
- You are organized and pay attention to details. You stay laser focused no matter the situation. Nothing falls through the cracks on your watch.

Compensation:

- \$11.00/hour. After one year as a student manager, you are eligible for a \$0.25 raise

Work Schedule

- You will be scheduled to work no more than 20 hours a week during the Academic Year. If you so choose, you can work up to 40 hours during the summer semester and school breaks.
- Must be available for Housing Ambassador team meetings and 1:1 meetings with the Assignments Coordinator.
- Normal shifts will be schedule along with student manager shifts to work on specific tasks

Eligibility:

- You must be in good standing (academic, financial, and behavioral) with the University at time of position acceptance, and remain so for the time within the position.
- A 2.5 GPA is required at time of position acceptance, and must be maintained throughout the position.
- As a HRE employee, you are expected to create a culture and climate that honors diversity and advocates for social justice issues.
- If working during the Academic Year, you must be available to work prior to opening day in preparation for Openings and stay until after the May move-out day to assist with the closing of the Halls.
- Must be able to pass a Driver Training course and maintain a clean driving record.