

HOUSING AMBASSADOR

A Residential Life **Housing Ambassador** is a student employed by our department to serve as a front-line guest service and recruitment specialist. Housing Ambassadors are responsible for leading tours of the residence halls and apartments during daily tours, VIP and group visits, and special events. Housing Ambassadors also operate the Housing Tour Center during regular business hours to welcome guests and answer questions about on-campus housing. They also explore virtual, interactive tours and the model showroom with drop-in visitors. Housing Ambassadors are responsible for front desk operations at Grace King Hall, including welcoming and directing guests and answering incoming departmental phone calls and, when appropriate, connecting callers to professional staff. Shifts may occur between 7:45 a.m.-4:30 p.m. Monday-Friday with some weekend and evening hours for special events.

Housing Ambassadors are often the first person a student, parent, or campus partner connects with in Res Life, so it is imperative that Housing Ambassadors are friendly, professional, and knowledgeable about departmental policies and processes. The team of Housing Ambassadors reports to the Recruitment & Guest Services Coordinator and has the opportunity to work closely with the Communications professional and graduate staff to assist with social media, content creation, as well as event management.

Housing Ambassadors are required to work at least one of the following breaks: Mardi Gras break (February 12-14) or Spring break (March 11-13; March 13-15).

QUALIFICATIONS:

- Be in good academic, financial, and judicial standing with the University.
- Have a minimum GPA of 2.0
- Enrollment for the Spring 2024 as a full-time, undergraduate student.
- Currently or have previously lived in on-campus housing for at least one semester.

CONDITIONS OF EMPLOYMENT

- The term of appointment is for the academic year. Employment is scheduled January 16, 2024, to May 11, 2024 and includes holiday breaks when the university is open. Appointment is based on performance and is renewable upon evaluation for the summer.
- Housing Ambassadors must be committed to the entire contracted period, unless stated at the time of hire.
- Housing Ambassadors must be available to work for an entire shift.
- Housing Ambassadors must be available to commit to all special event dates (unless in class or stated at the time of hire):
 - Saturday, January 20 | Kickoff LSU/Destination LSU
 - Friday, February 2 | Eye of the Tiger
 - Friday, February 9 | Eye of the Tiger
 - Friday, February 16 | Eye of the Tiger
 - Friday, February 23 | Eye of the Tiger
 - Saturday, March 23 | Destination LSU
 - Saturday, April 6 | Destination LSU
 - Saturday, April 20 | Destination LSU
- Housing Ambassadors are responsible for completing all training programs.
 - A **required** full-day training will be conducted in mid-January.

COMPENSATION:

- The position is hourly starting at \$10.
- Students may work up to 20 hours/week while classes are in session and 40 hours/week during break periods.
- First semester Housing Ambassadors will work an average of 8-10 hours per week.

RESPONSIBILITIES & EXPECTATIONS:

- Provide and maintain a high level of guest service and professionalism in action and appearance when interacting with visitors and campus partners.
- Take a leadership role in engaging guests, assessing their needs, and providing information.
- Be outgoing, personable, and comfortable speaking to large groups.
- Be knowledgeable of all housing policies, processes, and staff departmental job function(s).
- Must be able to problem-solve and make quick decisions.
- Become familiar with and utilize Microsoft Teams, Slate, StarRez, Help Scout, and other technologies during shifts to best assist guests and answer questions. All training will be provided.
- Use any knowledge that you may have about living on-campus to its benefit.
- Only share positive stories about LSU and Res Life.
- Lead tours during any type of weather; no driving or riding in personal vehicles.
- Professionalism with punctuality and communication of absences.
- Represent the department by wearing appropriate staff uniform and name tag during your shift.
- Perform various administrative tasks as directed by supervisors.

Please reach out to adelined@lsu.edu for more information. Applications for the Spring Semester will be accepted from November 1, 2023 - December 1st, 2023 through Handshake.