

SUMMER - 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.

QUALIFICATIONS:

- Be in good academic, financial, and judicial standing with the University.
- Have a minimum GPA of 2.0
- Enrollment for the Fall 2023 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 summer. Employment is scheduled May 15-August 18, 2023. End dates may be adjusted for participation in official university programming (i.e. Greek recruitment, RA training, etc.)
- Housing Ambassadors **must** be committed to the entire contracted period, unless stated at the time of hire.
- Housing Ambassadors are required to work a rotation of Saturday tours.
- Housing Ambassadors **must** be available to commit to work **all** Bengal Bound Orientation sessions (unless in class or stated at the time of hire)
 - June 7, 8, 13, 14, 15, 20, 27, 28, 29, July 5, 6, and 10th.
- Housing Ambassadors **must** be available to commit to work August 8-12 (unless stated at the time of hire).
 - Preference will be given to candidates who are available to work Move-In weekend August 11-13.
- Housing Ambassadors are responsible for completing all training programs.
 - A **required** multi-day training will be conducted during the week of May 15-19, 2023.
- Serve in a rotational on-call capacity within summer housing communities as assigned.

COMPENSATION:

- The position is hourly. Rate of pay is \$10 per hour or \$7.25 (with on campus housing included)
- Housing Ambassadors will be assigned to a private room (when available). Residential Life reserves the right to assign a Housing Ambassador a roommate(s) if needed.
- Students may work up to 20 hours/week if taking summer classes (while classes are in session) and 40 hours/week if not taking summer classes.

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 this summer position will be accepted from March 1st - March 31st through Handshake.