

# NORTH VILLAGE AMBASSADOR

## Job Description

### Overview:

Under the general supervision of the Administrative Support Coordinator and the Graduate Student Assistant for Outreach and Operations Support, the North Village Ambassador position performs customer service and administrative tasks for University Housing Services, as well as provides guided tours of the North Village residence halls and amenities to all current students, incoming students, prospective students, and campus visitors. It is expected that student assistants in this position will maintain a professional and courteous demeanor at all times, i.e. attentive, responsive and dressed appropriately. Student assistants are expected to reflect a positive attitude and support the mission of University Housing Services and the Sacramento State campus.

### Starting Salary:

- \$15.50 per hour.

### Minimum Qualifications:

- Available to work Monday-Saturday including some evenings between 10-20 hours per week during the academic year and 20-40 hours during summer/winter breaks. Please note, Saturday tours occur throughout the academic year and will be rotated amongst the staff. Academic year office hours are between 8:00 a.m. to 5:00 p.m. and Summer hours are 7:30 a.m. to 4:00 p.m. Available to work as needed outside of business hours for academic year and break periods (weekends, evenings) for the purpose of housing tours and or outreach and recruitment events.
- Undergraduates must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed);
  - Semester GPA of 1.25-1.99 will result in being placed on Probation.
  - Semester GPA of 1.24 or below will result in release from role.
- Graduate students must be in good academic standing (minimum cumulative GPA of 3.0 and for each semester while employed);
- Must be enrolled in at least six (6) units each semester (undergraduate) and four (4) units each semester (graduate) at CSU, Sacramento while employed;
- Ability to use computer software including the Microsoft Suite;
- Grammar and proofing skills;
- Currently enrolled at Sac State;
- Must be in good disciplinary standing with the university.
- Excellent oral and written communication skills.

### Preferred Qualifications:

- 1-year experience working in an office setting.
- Live on-campus at North Village, or second preference of on-campus housing at Hornet Commons
- Knowledge of the Residence Halls and Sac State campus.

- 2.5 cumulative GPA.
- Bilingual fluency in reading, writing, and speaking Spanish.

## **Duties and Responsibilities:**

- Greet and assist all guests/students and answer phone calls;
  - Provide detailed information pertaining to University Housing Services via email, phone communication, tours, outreach events, etc.;
  - Prepare and assemble tour packets with detailed housing information, promotional items, etc.;
  - Provide presentations, guided housing tours, and work tabling events regarding residence hall living and housing application process;
  - Participate in departmental related campus events, i.e. Move-in Day, Orientation, Admitted Student Weekend, etc.;
  - Develop knowledge and understand University Housing Services policies and procedures and be able to effectively communicate policies and procedures to residents, prospective residents, and visitors;
  - Open and prepare office at the start of business and secure office at close of business, if scheduled;
  - Assist with monitoring departmental email account and phone messages and prepare responses in line with departmental expectations.
  - Access student account information;
  - Provide detailed information regarding application status, fees, processes, etc.;
  - Maintain confidentiality;
  - Assist with clerical support for the department by updating and/or creating miscellaneous letters and forms, faxing, copying, scanning, filing, running errands on campus, etc.
  - Assist with the general operation of the Hornet Mail Center, i.e. sorting/logging of incoming mail and packages, as needed;
  - Other duties as assigned.