



Housing Ambassador (HA)

Job Description

The Housing Ambassadors are a group of undergraduate students who share their experiences of living on campus to incoming and prospective students and their families. Housing Ambassadors are charged with being leaders in their respective halls and on campus by modeling appropriate behavior and educating their peers on housing processes and policies.

Housing Ambassadors are undergraduate students that are supervised by the Graduate Assistant for the Housing Ambassador program. They report to and are directly supervised by the Graduate Assistant(s) and the Assistant Director for Student Engagement and Summer Experiences, furthermore, known as the Leadership team. It is our expectation that the Housing Ambassadors are sincerely interested in and supportive of the welfare of the prospective, incoming, and current students at Ohio University.

1. Qualifications for Selection:

- a) An Ohio University student enrolled full-time in an undergraduate degree program.
- b) Leadership potential as evidenced by previous leadership experiences, recommendations, and staff evaluations.
- c) High level of maturity exhibited in sound judgment, emotional stability, flexibility, and willingness to accept responsibility.
- d) Strong interpersonal skills through proven ability to interact effectively with others and as perceived through the interview process.
- e) Good conduct standing with the University (not currently on disciplinary or academic probation).
- f) A 2.5 cumulative grade point average.
- g) Satisfactory completion of training sessions as identified by the Leadership Team.

2. Roles and Responsibilities:

a. Housing:

Housing Ambassadors are required to live on campus for two years after high school graduation. Students who meet the on-campus requirement are encouraged, but not required to stay on campus while employed as a Housing Ambassador. While living on campus, Housing Ambassadors are required to meet each of the following criteria:

- i. Follow the Ohio University Student Code of Conduct. Violation of the Student Code of Conduct will result in termination of employment.
- ii. Continuously model appropriate behavior through academic and personal goals.

b. Operations and Guest Services:

Housing Ambassadors are responsible to know the most recent following policies:

- i. EMS Software and the overall reservation/cancellation policies for Jefferson Hall.
 1. Event Schedule
 2. Room Set Ups
 3. Standard Room Configurations
 4. Classroom Technology
- ii. Basic Operations.
 1. Building Hours of Operation (Jefferson, Mailroom, and LLC)
 2. Lost and Found Policies and Procedures
 3. Advertising Policies and Procedures
 4. Lost Key Inquiry Procedures
- iii. Dining policies and meal plans.
- iv. Residency requirements and exemptions.
- v. Housing and dining exemption process and forms.
- vi. First year, Second Year, Transfer, Commuter, and Upperclass student application and corresponding room selection processes.

- vii. Identify resources to help students living on campus (Academic Colleges, Admissions, Bursar, Financial Aid, Learning Communities, Orientation Office, Registrar, Student Accessibility Services, et cetera).
- viii. Participate in one of the Housing Ambassador Committees. Committees may be created or dissolved by the Leadership Team based on need of the department.
- c. Events and programs:
Outside of showcasing residence halls, the primary role is to work at the Jefferson Hall welcome desk. Housing Ambassadors are required to participate in programs outlined in the Blackout Dates calendar such as staff meetings, OHIO Admissions Events, Second Year Open House, and other duties as assigned.
- d. Communications:
Housing Ambassadors are expected to:
 - i. Attend regular staff meetings. Mandatory staff meetings will be provided to all Housing Ambassadors. Other meetings will be assigned as needed. The Leadership team will provide as much notice as possible before any additional staff meetings.
 - ii. Regularly check their email account for information and updates.
 - iii. Respond to all messages, notes, and emails in a timely manner.
 - iv. Maintain regular contact with the Leadership team and Housing Ambassador Coordinators and discuss job-related responsibilities as well as personal concerns relative to performance.
- e. Self-Development:
Housing Ambassadors have the opportunity to grow in their position while on the job. While the Housing Ambassador must assume the major responsibility for self-development, they are expected to:
 - i. Participate in training prior to fall and spring semester (as well as summer if on campus).
 - ii. Participate in mandatory regular staff meetings. Regular staff meetings will be distributed during fall training in August or at the start of employment.
- f. Recruitment and Selection of Staff:
As a Housing & Residence Life staff member you may be asked to participate in Housing Ambassador Interviews.
- g. Social Justice and Equity
Housing Ambassadors are expected to acknowledge and contribute in a way that upholds the framework of equity and social justice that has been outlined by the Division of Student Affairs and Housing and Residence Life. Outcomes includes:
 - i. Actively work to educate students and student staff members on the framework of equity and social justice.
 - ii. Encourage coworkers, current students, and prospective students to view themselves as having the potential to make meaningful contributions and to be engaged in their communities.
 - iii. Advocate for awareness, understanding and the diversity and inclusion of all people in residence halls, programs and events, and communications while providing a commitment to work effectively with students, faculty, and staff from diverse backgrounds.
 - iv. Advocate for the educational and cultural benefits of providing diversity and inclusion in all areas of your position and department.

3. Terms of Employment:

a) Period of Employment:

All Housing Ambassadors are required to assist in the opening and closing of the halls for each academic term and for vacation periods. This may require returning to campus prior to when the residents return for fall semester and remaining until the residents leave for vacation.

- a. Employment Dates in Detail: Please refer to the list of provided blackout dates.

b) Living Arrangements & Meal Plan:

Housing Ambassadors who do not meet the requirements to reside off campus will live in a residence hall. Housing Ambassadors may be required to show their housing space for guest events on campus. Housing Ambassadors will be required to follow all policies regarding Housing and Dining options. Housing Ambassadors will be responsible for paying 100% of their housing and dining costs.

c) Time Commitments:

- a. Workload: Housing Ambassadors will work a maximum of twenty-five (25) hours per week. The details of these work opportunities are outlined above.
- b. Course Load: Any undergraduate Housing Ambassador must carry a minimum of twelve (12) and a maximum of twenty (20) hours per semester.

d) Academic Performance:

To retain the position, Housing Ambassadors must maintain a 2.5 cumulative grade point average. If either grade point average falls below these standards, Housing Ambassador may be placed on one semester of probation.

This job description is subject to change based on departmental/university priorities including any changes that the COVID-19 pandemic may cause.

The employee/student is advised that depending on the nature of the contract for employment with Ohio University, your personnel file may be subject to an open records request and may be disclosed pursuant to law.