



OHIO
UNIVERSITY
Housing and Residence Life

Student Services Ambassador (SSA) Job Description

The Student Services Ambassadors are a group of undergraduate students who work at the 2nd floor Housing and Residence Life front desk. They are responsible for permitting access to the main office as well as handling incoming calls and student visits to the front desk. Student Services Ambassadors are charged with being leaders modeling appropriate behavior and educating their peers on housing processes and policies.

Student Services Ambassadors are undergraduate members of the Department of Housing and Residence Life staff who are under contract with the Assistant Director for Assignments and Student Services. They report to and are directly supervised by the Graduate Assistant for Business Operations and the Assistant Director for Assignments and Student Services, further more known as the Housing Ambassador Leadership team.

1. Qualifications for Selection:

- a. An Ohio University student enrolled 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. In good standing with the University (not currently on disciplinary or academic probation).
- f. A 2.5 cumulative grade point average is required.
- g. Served as a Housing Ambassador for at least one (1) academic semester and demonstrated an advanced knowledge of Housing policies and procedures.

2. Roles and Responsibilities:

- a. Housing:
Student Services Ambassadors are required to reside on campus for two years after high school graduation in accordance with policies outlined by the Department of Housing and Residence Life unless approved for a Commuter Exemption. Student Services 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 may result in termination of employment and Student Services immediately.
 - ii. Continuously model appropriate behavior through academic and personal goals.
- b. Business Operations:
Student Services Ambassadors are responsible to know the most recent following policies:
 - i. Dining policies and meal plans.
 - ii. Residency requirements, exemptions, and the relocating process.
 - iii. Housing and dining exemption process and forms.
 - iv. First year, second year, and transferring student application and room selection process.
 - v. Identify resources to help students living on campus (Academic Colleges, Admissions, Bursar, Financial Aid, Learning Communities, Orientation, Registrar, Student Accessibility Services, etc.).
- c. Events and Programs:
The primary role for Student Services Ambassador is to staff the 2nd floor Housing office main desk during business hours, 8AM-5PM, as well as any additional hours that the office is in operation. 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. Expectations:
 - i. Attend regular staff meetings. Mandatory staff meetings will be provided to Student Services Ambassadors during training. The Housing Ambassador Leadership team will provide as much notice as possible before any additional staff meetings.
 - ii. Explain and promote policies, procedures, programs, and address concerns from students/families.
 - iii. Check the Student Services Ambassador's Catmail Account daily for information.
 - iv. Respond to all messages, notes, and emails in a timely manner. Will inform staff of any academic conflicts with at least 24 business hours before missed shift, or staff meeting.
 - v. Maintain regular contact with the Housing Ambassador Leadership Team and discuss job-related responsibilities as well as personal concerns relative to performance.
- e. Self-Development:
 Student Services Ambassadors have the opportunity to grow in their position while on the job. While participating in the Housing Ambassador program, the Student Services 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. Be evaluated formally by the Housing Ambassador Leadership Team with continued employment based upon positive evaluation.
- f. Recruitment and Selection of Staff:
 As a Housing & Residence Life staff member you may be asked to participate in Housing Ambassador Interviews.

3. Terms of Employment:

- a. Period of Employment:
 - i. 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.
 - ii. Employment Dates in Detail: Please refer to the list of provided blackout dates.
- b. Living Arrangements & Meal Plan:
 - i. Student Services Ambassadors who do not meet the requirements to reside off campus will live in a residence hall. Student Services Ambassadors may be required to show their housing space for guest events on campus. Student Services Ambassadors will be required to follow all policies regarding Housing and Dining options. Student Services Ambassadors will be responsible for paying 100% of their housing and dining costs.
- c. Time Commitments:
 - i. Work Load:
 - 1. Student Services Ambassadors can work a maximum of twenty-five (25) hours per week while classes are in session and up to twenty-eight (28) hours during break periods/summer. The details of these work opportunities are outlined above.
 - ii. Course Load: Any undergraduate Student Services Ambassador must carry a minimum of twelve (12) and a maximum of twenty (20) hours per semester.
- d. Academic Performance:
 - i. To retain the position, Student Services Ambassadors must maintain a 2.5 cumulative grade point average. If the cumulative GPA falls below these standards, Student Services Ambassador may be placed on one semester of probation.

4. Compensation

- a. Staff promoted to this position will receive a base pay of \$9.55 an hour, and continue to accumulate a \$.10 increase for every two semesters (fall/spring) of employment.
- b. Will receive 2 hours per week of tutoring at no expense for the duration of that year's contract.

This job description is subject to change based on departmental and university priorities. 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.