



## 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 members of the Housing & Residence Life staff who are under contract with the Associate Director for Business Operations. They report to and are directly supervised by the Graduate Assistant for the Housing Ambassador Program and the Associate Director for Business Operations, otherwise 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 and customer service 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) Hold greater than or equal to a 2.5 cumulative grade point average (GPA).
- g) Satisfactory completion of training sessions as identified by the Leadership Team.

### 2. Roles and Responsibilities:

#### a. Housing:

Housing Ambassadors, like all residential students, are required to live on campus for two years after high school graduation. Students who meet the on-campus requirement are still 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 and Housing Handbook. Violation of the Student Code of Conduct or Housing Handbook may result in termination of employment and a referral to the office of Community Standards and Student Responsibility (CSSR).
- ii. Continuously model appropriate behavior through academic and personal goals.

#### b. Operations and Guest Services:

Housing Ambassadors are responsible for being familiar with the most up to date information and systems from the department, its policies, and the university as a whole:

- i. EMS Software and the overall reservation/cancellation policies for Jefferson Hall.
  1. Event Scheduling
  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
  - 5. Exceptional Customer Service
  - iii. Dining policies and meal plans.
  - iv. Campus residency requirements and exemption processes.
  - v. Housing and dining exemption process and forms.
  - vi. First Year, Second Year, Transfer, Commuter, and Upper-class student applications 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 of an HA is to work at The East End welcome desk located on the first floor of Jefferson Hall. Housing Ambassadors are also required to participate in programs outlined in the Blackout Dates list 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 mandatory, regular staff meetings. Other meetings will be assigned as needed and the Leadership team will ensure as much notice as possible before any additional staff meetings.
  - ii. Regularly check their email and Microsoft Teams accounts for information and updates.
  - iii. Respond to all messages, notes, and emails in a timely manner.
  - iv. Maintain regular contact with the Leadership and Housing Ambassador Teams.
  - v. Discuss job-related responsibilities as well as disclose personal concerns relative to performance with supervisor.
- e. Self-Development:  
Housing Ambassadors have ample 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 in preparation for the fall and spring semesters (as well as the summer if on-campus/applicable).
  - ii. Participate in mandatory, regular staff meetings. Regular staff meetings will be determined 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 include:
- i. Actively work to educate students and fellow staff members on the frameworks 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 the awareness, understanding, and diversity and inclusion of all people in our residence halls, programs and events, and communications while remaining committed to working 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. Official Employment Dates: Thursday, August 12<sup>th</sup>, 2021 – Sunday, May 1<sup>st</sup>, 2022.
- b. For 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 must live in a residence hall. Housing Ambassadors may also be called to show their residential space for guest events on campus. Housing Ambassadors will be required to follow all policies regarding Housing and Dining options and are also 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) credit hours per semester.
- c. Showroom tours typically occur during the business day and on weekends.
- d. Jefferson East End shifts on average span 2-2.5 hours, and the exact operating hours of the space will be determined closer to the start of Fall semester.

#### d) Compensation:

- a. Housing Ambassadors are compensated for their work as an hourly student employee and primarily utilize a clock-in swipe system to log hours.
  - i. Housing Ambassadors will receive a base pay rate of \$9.30 per hour and will accumulate an additional \$0.10 cents for every two semesters of employment (i.e. Start Fall 2020 at \$9.30/hr → Return for Fall 2021 at \$9.40/hr)
- b. Housing Ambassadors also will receive 2 hours per week of tutoring at no expense for the duration of that year's contract.

#### e) Academic Performance:

- a. To retain the position, Housing Ambassadors must maintain a 2.5 cumulative grade point average and pass an associated grade check semesterly. If their grade point average falls below these standards, the Housing Ambassador may be placed on one semester of probation. No Housing Ambassador will be retained for employment if:
  - i. For two (2) consecutive hours their cumulative GPA falls below a 2.5

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.