

Housing Ambassador (HA) **Job Description**

The Housing Ambassadors are a group of undergraduate students who share their experiences of living on campus with 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, fostering a sense of community, 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. Standard Configurations and Room Set Ups
 3. Classroom Technology
- ii. Basic Operations.
 1. Building Hours of Operation (The East End, Mailrooms, 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 1st floor of Jefferson Hall. Within operations of The East End, HA's are to engage with guests/residents and encourage use of community recreation and gaming equipment. HA's are also required to participate in events outlined in the Blackout Dates list such as staff meetings, OHIO Admissions events, 2nd Yr Open House, etc.
- d. Communications:
Housing Ambassadors are expected to:
- i. Attend mandatory, bi-weekly 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. If you are part of an online community like Facebook, Twitter, etc., please refrain from posting information or pictures which may violate department policies, values, and furthermore can be perceived to hinder your credibility and ability in performing your HA responsibilities and/or can reflect unfavorably on HRL or OHIO.
 - vi. 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 personally and professionally in this role. While an HA must assume the major responsibility for self-development, they are expected to:
- i. Participate in training in preparation for the fall and spring semesters (and summer if applicable).
 - ii. Engage with the Leadership Team to conduct a formal, semesterly performance and experience evaluation on job performance and experience.
- f. Recruitment and Selection of Staff:
Your input as a Housing & Residence Life staff member is valuable and you may be asked to assist in HA interview processes.
- 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 & 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 bring meaningful contributions and engagement 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 12th, 2021 – Sunday, May 1st, 2022.

i. Please refer to the list of provided blackout dates for more information.

b. Continuation of employment depends upon successful completion of tasks, positive semester evaluation by the Leadership Team, and exhibition of growth in and continual enthusiasm for the position.

b) 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 receive two (2) hours per week of tutoring at no expense through the Academic Achievement Center for the duration of that year's contract.

c. Priority room selection for those HA's who are required, or choose, to reside on campus for the following academic year is also offered.

c) Time Commitments:

a. Workload: Housing Ambassadors will work a maximum of twenty-five (25) hours per week when classes are in session. The details of these work opportunities are outlined in this document.

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 are typically 2-3 hours long, and the exact operating hours of the space are determined on a semesterly basis.

d) Living Arrangements & Meal Plan:

Housing Ambassadors who do not meet the requirements to reside off campus must live in a residence hall. Those that do meet the requirements are *not* required to reside on campus. If on campus, Housing Ambassadors may be called to show their residential space for guest events on campus. HA's will also be required to follow all policies regarding Housing and Dining options and are also responsible for paying 100% of their campus housing and dining costs.

e) Academic Performance:

a. To retain the position, Housing Ambassadors must maintain a 2.5 cumulative grade point average and pass a semesterly grade check. If their grade point average falls below this standard, the HA may be placed on probation for one semester. No HA will be retained for employment if:

i. For two (2) consecutive hours their cumulative GPA falls below a 2.5, and/or

ii. The HA faces disciplinary action from the Office of Community Standards and Student Responsibility, at the discretion of the Associate Director for Business Operations.

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.