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 that report to and are directly supervised by the Graduate Assistant for the Housing Ambassador Program and the Assistant Director for Specialized Housing and Student Outreach. 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.

Qualifications for Selection:
- An Ohio University student enrolled full-time in an undergraduate degree program.
- Leadership potential as evidenced by previous leadership experiences, recommendations, and staff evaluations through application and interview process
- High level of maturity exhibited in sound judgment, flexibility, and willingness to accept responsibility
- Strong interpersonal and customer service skills through proven ability to interact effectively with others and as perceived through the interview process
- Good conduct standing with the University (not currently on disciplinary or academic probation)
- Hold greater than or equal to a 2.5 cumulative grade point average (GPA)
- Satisfactory completion of training sessions as identified by position supervisors

Roles and Responsibilities:
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:
- Overall reservation/cancellation policies and applicable software for Jefferson East End
  - Event Support
  - Standard Configurations and Room Set Ups
  - Classroom Technology
- Basic Operations
  - Building Hours of Operation (The East End and both LLC Desks)
  - Lost and Found Policies and Procedures
  - Advertising Policies and Procedures
  - Lost Key Inquiry Procedures
  - Exceptional Customer Service
  - Dining policies and meal plans
  - Campus residency requirements and exemption processes
  - Housing and dining exemption process and forms
  - First Year, Second Year, Transfer, Commuter, and Upper-class student applications and corresponding room selection processes
- Identify resources to help students living on campus (Academic Colleges, Admissions, Bursar, Financial Aid, Learning Communities, Orientation Office, Registrar, Student Accessibility Services, et cetera)

**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.
- HA’s are to engage with guests/residents and encourage use of community recreation and gaming equipment in The East End.
- HA’s are also required to participate in events outlined in the Blackout Dates list such as staff meetings, OHIO Admissions events, 2nd Year Open House, etc.

**Communications**
Housing Ambassadors are expected to:
- Attend mandatory staff meetings
  - Other meetings may be arranged as needed with advance notice
- Regularly check their email and Microsoft Teams accounts for information and updates
- Respond to all messages, notes, and emails in a timely manner
- Maintain regular contact with the Leadership and Housing Ambassador Teams
- If you are part of an online community like Facebook, Twitter, Instagram, etc., 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
- Discuss job-related responsibilities as well as disclose personal concerns relative to performance or HA Program with supervisor

**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:
- Participate in training in preparation for the fall and spring semesters (and summer if applicable).
- Engage in coordinated, team professional development initiatives where applicable.
- Work with supervisor to review a formal, semesterly evaluation on job performance and experience.

**Recruitment and Selection of Staff**
Your input as a Housing & Residence Life staff member is valuable and you may be asked to assist in the HA interview processes.

**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:
- Actively work to educate students and fellow staff members on the frameworks of equity, inclusion, and social justice.
- Encourage coworkers, current students, and prospective students to view themselves as having the potential to bring meaningful contributions and engagement in their communities.
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.

Advocate for the educational and cultural benefits of providing diversity and inclusion in all areas of your position and department.

Terms of Employment

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 typical residents return for fall semester and remaining until typical residents leave for vacation.

  - Please refer to the list of provided blackout dates for more information.
  - Continuation of employment depends upon successful completion of tasks, positive semester evaluation by supervisors, and exhibition of growth in and continual enthusiasm for the position.

Compensation
Housing Ambassadors are compensated for their work as an hourly student employee and primarily utilize a clock-in swipe system to log hours.

- Housing Ambassadors will receive a base pay rate of $9.80 per hour and will accumulate an additional $0.20 cents for every two semesters of employment (i.e. Start Fall 2020 at $9.80/hr. Return for Fall 2021 at $10/hr)
- 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.
- Priority room selection for HA’s who are required, or choose, to reside on campus

Time Commitments
- Housing Ambassadors will work a maximum of twenty-five (25) hours per week when classes are in session.
- Any undergraduate Housing Ambassador must carry a minimum of twelve (12) and a maximum of twenty (20) credit hours per semester.
- Showroom tours typically occur during the business day and on weekends.
- Jefferson East End shifts are typically 2-3 hours long, and the exact operating hours of the space are determined on a semesterly basis.
- Several OHIO Admissions Visit Events, such as ‘Discovery’ and ‘Up Close’ Days, also occur through the fall and spring semester where Housing Ambassadors offer show room viewings. These shifts are typically 2-4 hours long.
- Move-in: Housing ambassadors play a critical role in directing traffic and parking during fall move-in. Quantity of and length of shifts depends on staffing numbers.

Living Arrangements & Meal Plan
Housing Ambassadors who do not meet the requirements to reside off campus must live in a residence hall and hold an associated meal plan if applicable. Those that do meet the requirements are not required to reside on campus or hold a meal plan.
- If on campus, Housing Ambassadors may be called to show their residential space for guest events on campus.
- Housing Ambassadors are also responsible for paying 100% of their room and board costs

**Academic Performance:**
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:

- For two (2) consecutive hours their cumulative GPA falls below a 2.5
- 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 needs and 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.