

## **Housing Ambassador (HA)**

### **Job Description**

The Housing Ambassadors are a group of undergraduate students who share their experiences 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 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. We expect the Housing Ambassadors to be 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 the 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)
- 2.5 cumulative grade point average (GPA)

### **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.

Basic operations knowledge including, but not limited to: Hours of Operation (The East End and both LLC Desks), lost and found policies and procedures, exceptional customer service, campus residency requirements and exemption processes, Housing and dining exemption process and forms, Identify resources to help students living on campus

### **Communications**

Housing Ambassadors are expected to: Attend mandatory meetings, regularly check and respond to all messages, notes, and emails promptly to maintain regular contact with the Leadership and Housing Ambassador Teams, refrain from posting information or pictures that may violate department policies and values, and can be perceived to hinder your credibility and ability to

perform your HA responsibilities and/or can reflect unfavorably on HRL or OHIO on social media

### **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 vacation period. This may require returning to campus before when typical residents return for the fall semester and remaining until typical residents leave for vacation.

- Official Employment Dates: Monday, January 8th, 2024 – Sunday, May 6th, 2024  
(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 will receive a base pay rate of \$11.00 per hour and will accumulate an additional \$0.20 cents for every two semesters of employment (i.e. Start Spring 2024 at \$11.00/hr. Return for Fall at \$11.20/hr.)

Housing Ambassadors receive: Two (2) hours per week of tutoring at no expense through the Academic Achievement Center for that year's contract and priority room selection for HA's who are required, or choose, to reside on campus.

### **Time Commitments**

OHIO admissions events such as 'Discovery' and 'Up Close' Days, assigned East End shifts, Fall and Spring move-in

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 who 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. HA will be terminated 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 according to law.**