



Campus Tours Program

JOB DESCRIPTION: Campus Tour Student Ambassador

DEPARTMENT: International Student Initiative

Job Summary

Under the direction of the International Student Recruiter/Advisor, and working in conjunction with the International Student Initiative, Student Recruitment and Advising, and Enrolment Services teams, Campus Tour Student Ambassadors work as official representatives of the university and lead prospective students and their families on regularly scheduled tours of the campus. Ambassadors are leaders and role models on campus who introduce student life and represent the university as a positive, inclusive, and dynamic learning and living environment. Regular campus tours are scheduled six days a week from Monday to Saturday. As well, Ambassadors are expected to be involved in ad-hoc tours for individuals and Indigenous, Canadian, and international groups. Ambassadors gain valuable professional experience working with students and families from all over the world. The Campus Tour Student Ambassador is a part-time student position.

The International Student Initiative coordinates UBC's direct and indirect international recruitment activities, as well as the Vancouver Campus Tours program which supports international and domestic recruitment efforts. Tours are regularly cited as one of the primary reasons for deciding to attend UBC and the interaction with Student Ambassadors is regularly cited as one of the most favourable components of the tour. Student Ambassadors are an integral component with respect to the overall goals and objectives of both international and domestic recruitment activities.

Work Performed – Basic Duties and Responsibilities

1. Tour Participation: In-Person and Online

- a) Lead effective and informative tours of UBC's Vancouver campus in-person and online (live virtual campus tours). Weave personal experiences with key messaging to showcase and represent undergraduate student opportunities with consideration for time (and group management when on campus).
- b) Greet, register, and mingle with participants before the tour (in-person).
- c) Respond to questions from prospective students and their families in a professional and thoughtful manner.
- d) Refer technical, financial scholarship, admissions related, or other such enquiries to the Recruiters or Advisors connected to the tour.
- e) Work cooperatively and effectively with others in a team.

2. Administration and Related Duties For In-Person Tours

Pre-tour duties

- a) Ensure that materials are available for registration and prepare registration area (place Campus Tours signs in appropriate locations, ensure that there are sufficient packages for tour participants, provide nametags, and other duties as required).
- b) Set up Presentation Centre for the pre-tour presentation. May lead the pre-tour presentation.
- c) Restock materials, if required.
- d) Assist drop-in tour participants with registration.

Post-tour duties

- a) Check to ensure that there are sufficient materials for the following day's tour. Restock, if required.
- b) Complete other duties as assigned.

3. Other Responsibilities

- a) Attend all training sessions and meetings, unless in direct conflict with a class. Inform supervisors of any conflicts well in advance. Must be able to attend a comprehensive coordinated training program in May or September and regular, biweekly Student Ambassador team meetings throughout the Winter Session (September-April) on Thursday evenings from 6pm to 8pm.
- b) Stay in regular contact with supervisors by slack, email, or phone.
- c) Participate in on-campus and virtual recruitment activities such as one-day recruitment events, student panels, counsellor visits, online eRecruitment sessions, social media takeovers, etc.
- d) Opportunities to participate in the hiring process for new Student Ambassadors through facilitation of group interviews and participate in the training of new Student Ambassadors through the facilitation of training of the tour route and content.

The level of complexity will vary from task to task. Many tasks will be administrative in nature, while special projects and events will require a broader skillset. The effective provision of tours requires high levels of professionalism, tact, interpersonal skills, intercultural communication, and problem-solving. Campus Tour Student Ambassadors receive training and assistance to perform their duties, as they develop their ability to complete tasks independently.

Qualifications

Education & Experience

- Current undergraduate UBC student
 - We encourage applicants from diverse programs of study and all year levels, including first-year students
- Experience and familiarity with UBC campus life
- Previous experience in a customer service environment an asset

Skills

- Enthusiastic, reliable, and responsible
- Public speaking experience an asset
- Excellent interpersonal and communication skills
- Effective public relations skills
- Strong customer service orientation
- Cross cultural sensitivity and awareness
- Open and willing to learn and to engage in conversations with peers and tour participants about sensitive or potentially challenging topics. Examples include safety on campus, gender-based violence, and colonial impacts on Indigenous peoples.
- Ability to balance the demands of an academic workload with the requirements of the Campus Tours program.
- Students who are a good fit for this position are approachable, knowledgeable, and open to learning about themselves and others.

Student Learning Components

Orientation and Training

- We offer a comprehensive training program for new Student Ambassadors, incorporating approximately 40 hours of training. This training includes workshops on topics such as how the program relates to UBC's objectives, public speaking, virtual presentations, intercultural communication, and handling challenging questions, as well as personalized training with seasoned Student Ambassadors to develop and practice the tour.

- We continue to invest in ongoing professional development for all of our Student Ambassadors through approximately 40 hours per year of training meetings, tours of campus buildings and facilities (e.g. MOA, TRIUMF), guest speakers from campus resources, team-building activities, and a formal shadowing and feedback process with a Senior Student Ambassador.

Networking and Mentorship

- Opportunity to work alongside professional staff of the International Student Initiative, Student Recruitment and Advising, and Enrolment Services.
- Opportunity to meet and interact with prospective students, families, and guests from all over the world.
- Opportunity to work with a vibrant, diverse team of UBC students.
- Opportunity to establish lasting relationships with student leaders from a variety of faculties and student groups across UBC.
- Opportunity to learn about, participate, and volunteer in other UBC activities and events.
- Opportunity to serve as a role model to first-year and incoming students.

Support and Evaluation

- Professional and constructive feedback from supervisors provided on a regular basis (e.g. formal shadowing process with Senior Student Ambassadors).
- Friendly support and encouragement from the overall Campus Tours team.
- Continuous learning and growth (e.g. guided goal setting and self-reflection exercises).
- Frequent verbal contact and regular meetings with supervisors are expected.

Workplace Skill and Professional Development

- Exposure to and experience within a professional office environment.
- Experience working with the public and developing interpersonal, communication, public speaking, and presentation skills in-person and online.
- Experience with challenging situations, tough questions, and conflict management.
- Enhanced academic success skills to complement classroom learning (e.g. improved ability to deliver classroom presentations and communicate academic ideas in a thoughtful and eloquent manner while providing articulate and carefully considered responses to difficult questions).
- Enhanced intercultural communication skills and awareness.
- Enhanced leadership and collaboration skills.
- Increased knowledge of campus resources.

Supervision Received

The Campus Tour Student Ambassador reports to the International Student Recruiter/Advisor and is mentored, supported, and guided by a team of Senior Student Ambassadors.

The Campus Tour Student Ambassador receives comprehensive and ongoing training while generally working within an expressed set of policies and procedures.

Conditions of Employment

The Campus Tour Student Ambassador is expected to be scheduled for a minimum of one regularly scheduled in-person or live virtual campus tour each week during quieter periods and multiple tours per week during busier periods. Student Ambassadors can work significantly increased hours per week during the summer months. Attendance at evening and weekend meetings, training sessions, and events is a requisite of the position.

The Campus Tour Student Ambassador must be a registered UBC student, and must be enrolled in classes during the Winter Session. Enrolment in classes during the summer term is not required. Due to the time demands of this job, candidates for the position should discuss other work and volunteer involvements with supervisors in advance to develop an adequate plan for completion of assigned tasks.

Term of Appointment

Appointment is for the upcoming academic year, beginning May or September 2022. There is the possibility of continuing in the position for future years based on performance.

New Student Ambassadors training in the summer must be available for accelerated coordinated training in the period between the end of April exams and the start of summer classes. The dates for 2022 are the week of Monday, May 9 through Friday, May 13, and the tentative times for training are within 9am and 5pm for each day of this week. Additional training sessions will take place in May and it is anticipated that new Student Ambassadors training in the summer will begin delivering tours in late May.

New Student Ambassadors training in the fall will be scheduled in August for training in September and October. Training is scheduled around academic commitments and it is anticipated that new Student Ambassadors training in the fall will begin delivering tours in November.

Hourly Wage

The wage for the Student Ambassador position is \$18.40 per hour.

Student Ambassador Application Steps

1. Read job description thoroughly.
2. Visit you.ubc.ca/ambassador to access the online application form. You are welcome to reference your resume when completing the online application. Please answer the supplemental questions and remember to indicate your availability for a group interview during the application process.
3. No additional resume or cover letter is required. Please do not apply through CareersOnline.

We encourage you to reflect on all your experiences that highlight your skills for this position, including those you were part of in high school and any experiences from your time studying remotely during the COVID-19 pandemic.

The deadline to apply is 11:59pm PST on Sunday, January 9th.

If you have any questions or concerns please contact ubc.tours@ubc.ca with the subject line "Student Ambassador Application Inquiry". Please allow one week for response due to high volume of emails.