

STUDENT AMBASSADOR JOB DESCRIPTION

Job Summary

Under the direction of the Manager, On-Campus Recruitment, and working in conjunction with Student Recruitment and Advising (SRA) and the International Student Initiative (ISI), Student Ambassadors work as official representatives of the university and lead prospective students and their families on regularly scheduled in-person and virtual 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 three to five days a week from Monday to Saturday. Ambassadors will also have the opportunity to be involved in ad-hoc tours for individuals, school groups and recruitment events with the SRA and ISI recruitment teams. Ambassadors gain valuable professional experience working with students and families from all over the world. The Student Ambassador position is a part-time student position conducted as a hybrid of in-person and remote obligations.

Work Performed – Basic Duties and Responsibilities

1. Tour Participation

- a) Lead effective, engaging, and informative tours of UBC's Okanagan campus.
- b) Greet and register tour participants.
- c) Respond to questions from prospective students and their families in a professional manner; refer more complex or sensitive enquiries to the recruitment team or campus partners.
- d) Work cooperatively and effectively with others in a team environment.

2. Administration and Related Duties

Pre- tour duties

- a) (In-person) Ensure that materials are available for registration and prepare registration area (print tour registration list, place Campus Tour banner and signage in the appropriate locations, ensure that there are sufficient packages for tour participants, and other duties as required).
- b) (In-person) Restock materials, if required.
- c) (In-person) Assist drop-in tour participants with registration.
- d) (In-person) Set-up signage and audio/visual for guest arrival and pre-tour Presentation.
- e) (In-person/Virtual)) Deliver pre-tour presentation to participants.
- f) (Virtual) Engage with the tour team via Slack and meet with the team for scheduled pre-tour briefings.

Post- tour duties

- a) (In-person/Virtual) Report participant attendance to Senior Ambassador or Staff on tour.
- b) (In-person) Check to ensure that there are sufficient materials for the following day's tour. Restock, if required.
- c) (In-Person/Virtual) Meet with tour team for debrief meeting following the tour and complete report.
- d) (In-Person/Virtual) Complete other duties as assigned.

3. Other Responsibilities

- a) Attend training sessions and team 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 (depending on start date) and weekly

- Student Ambassador meetings throughout the year.
- b) Participate in a community Ambassador Slack group.
 - c) Participate in on-campus and virtual recruitment events throughout the year with SRA and ISI recruiter teams.
 - d) Professional development and formal training offered three to five times per year.
 - e) Attend annual Vancouver – Okanagan Student Ambassador Kickoff event.

Ambassadors are expected to be available for at least one regularly scheduled tour shift per week. The tour schedule changes every term to increase the availability of our team and meet the needs of our guests. Tours are both offered virtually through Zoom, as well as in-person at the UBC Okanagan campus.

Education & Experience

- Must be a current UBC undergraduate.
 - We encourage applicants from diverse programs of study and all Faculties.
- Experience and familiarity with UBC campus life.
- Previous experience in a customer service environment an asset.

Skills

- Enthusiastic, reliable, and responsible.
- Public speaking experience is an asset.
- Excellent interpersonal and communication skills.
- Effective public relations skills.
- Strong customer service orientation.
- Cross cultural sensitivity and awareness.
- Ability to balance the demands of an academic workload with the requirements of the Student Ambassador role.
- Students who are a good fit for this position are approachable, knowledgeable, and open to learning about themselves and others.
- Enjoy working with others in a supportive team environment.
- Comfortable using technology – specifically Zoom.

Anticipated Learning Outcomes

Orientation and Training

- We offer a comprehensive training program for new Student Ambassadors. This training includes workshops on topics such as how to act as an ambassador following UBC's core objectives, public speaking, intercultural communications, and handling challenging questions. Through personalized training with a Senior Student Ambassador, we also provide feedback on developing, practicing, and leading effective campus tours.
- We continue to invest in ongoing professional development for all our Student Ambassadors through training, comprehensive onboarding, team meetings, tours of campus buildings and facilities, guest speakers from campus resources, team-building activities, and a formal shadowing and feedback process with a Senior Ambassador.

Networking and Mentorship

- Opportunity to work alongside professional staff of Student Recruitment and Advising, the International Student Initiative, and other campus partners
- 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 Student Ambassadors across both campuses.
- 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 Tour team.
- Continuous learning and growth (e.g., guided goal setting and self-reflection exercises each term).
- 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.
- 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 tough questions).
- Enhanced intercultural communication skills and awareness.
- Enhanced leadership and collaboration skills.
- Increased knowledge of campus resources.

Supervision Received

Student Ambassadors report to the Manager of On-Campus Recruitment, and are mentored, supported, and guided by a Senior Student Ambassador team.

Student Ambassadors receive comprehensive and ongoing training while working within an expressed set of policies and procedures.

Working Conditions

Student Ambassadors can expect to work between 4-10 hours per week (maximum of 10 hours) during the academic year. Attendance at evening and weekend meetings, training sessions, and events is a requisite of the position. Work has sessional peaks and an annual cycle. There are opportunities to continue employment throughout the summer months.

Conditions of Employment

Student Ambassadors must be registered UBC students, and be enrolled in classes during the Winter Session. 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 summer term and/or winter term, with training beginning March, April, May, August, or September 2023. Candidates with summer availability will be prioritized. There is the possibility of continuing in the position for consecutive years.

Remuneration

Remuneration includes:

- \$17.50 per hour
- Financial support towards professional development opportunities (UBC Student Leadership Conference, etc.)