

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 live, 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-five days a week from Monday to Saturday. Ambassadors have the opportunity to be involved in ad-hoc tours for individuals, school groups and various 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.

Work Performed – Basic Duties and Responsibilities

1. Tour Participation

- a) Lead effective 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 tour team on Slack and meet with for scheduled pre-tour briefing.

Post- tour duties

- a) (In-person/Virtual) Report participant attendance to Senior Ambassador or Manager 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 regular team meetings, unless in direct conflict with a

- class. Inform supervisors of any conflicts well in advance.
- b) Participate in Ambassador team Slack group.
 - c) Participate in on-campus and virtual recruitment events throughout the year with SRA and ISI colleagues.
 - d) Additional professional development and formal training offered 3-5 times per year.
 - e) Attend Student Leadership Conferences and Annual Vancouver – Okanagan Student Ambassador Kick Off event (costs covered as part of role).

Ambassadors are expected to be available for at least one regularly scheduled tour shift per week. The tour schedule changes every term in order to maximize on the availability of our team and meet the needs of our guests. There will be evening and or weekend work as part of the role.

Education & Experience

- Current undergraduate UBC student
 - 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 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.
- Enjoys working with others in a supportive team environment.
- Comfortable using technology – specifically Zoom.

Anticipated Learning Outcomes

Orientation and Training

- We offer a very comprehensive training program for new Student Ambassadors. This training includes workshops on topics such as how the program relates to UBC's objectives, public speaking, intercultural communications, and handling challenging questions, as well as personalized training with a Senior Student Ambassador in developing, practicing, and receiving feedback on the tour.
- We continue to invest in ongoing professional development for all Student Ambassadors through training, team meetings, tours of campus buildings and facilities, guest speakers from campus resources, team-building activities and a formal shadowing and feedback evaluations with a Senior Student 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 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 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 difficult 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, On Campus Recruitment and are mentored, supported, and guided by a Senior Student Ambassador.

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

Working Conditions

Student Ambassadors can expect to work between 4-10 hours per week during the academic year. Attendance at evening and weekend meetings, training sessions, and events is a requirement of the position. Work has sessional peaks and an annual cycle.

Conditions of Employment

Student Ambassadors must be registered UBC students and must 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 start date(s) of March 2024, May 2024, or September 2024 (depending on student availability) There is the possibility of continuing in the position for consecutive years. Preference may be given to those available to work over the summer months.

Remuneration

Remuneration includes:

- \$19.00 per hour
- Financial support towards professional development opportunities (UBC Student Leadership Conference, for example)