



UNIVERSITY  
OF  
LOUISIANA  
L a f a y e t t e

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# Staff Vacancy

## **Position:**

Student Housing Ambassador

## **Summary:**

A Student Housing Ambassador is an employee of the University of Louisiana at Lafayette, Office of University Housing. Student Ambassadors are responsible for all aspects of their assignment to facilitate a welcoming, caring, healthy, and safe environment, promoting community, rooted in the world-renowned hospitality of Lafayette, Louisiana. As a main point of contact to guests, visitors, and persons both within and outside of the University community, this staff member must demonstrate professionalism and the highest level of guest services at all times.

A Student Ambassador serves as a main point of contact for increasing awareness and sales of housing units by promoting the products and services that the Office of University Housing Offers.

Student Housing Ambassadors report directly to the Assistant Director of Housing Occupancy and Contracts Management (Asst. Dir.).

## **General Expectations and Duties:**

- Uphold and adhere to all University student/staff policies.
- Serve as a positive role model for all students including, but not limited to, modeling appropriate and mature behavior both on and off campus.
- Participate in Ambassador Training as required by the housing administration.
- Work shifts that include, but are not limited to: Days, evenings, nights, weekends, holidays, etc. Preferably be available to work over breaks, including summer and winter.
- Familiarization with the University's mission, vision and goals.
- Working closely with the Asst. Dir.
- Educating customers and potential customers about the products and services offered by the Office of University Housing
- Creating website and social media content in order to drive brand awareness and attract new customers.
- Building rapport with customers.
- Monitoring customer feedback and escalating complaints to the Asst. Dir.
- Tracking customer preferences, metrics, and media campaigns.
- Representing the department at openings, move-ins, move-outs, recruitment events, etc.
- Maintaining a positive image of the brand at all times.

## **Dress/Appearance Expectations:**

Student Ambassadors will be issued 4 UL Housing polo shirts. All must be returned upon graduating, resigning, and etc. All Student Ambassadors are required to wear the UL Housing polo shirts, pants/slacks/jeans (no holes, tears, no cut-offs, etc.). Shorts may be worn that follow public school uniform guidelines (i.e. Khaki's and or of a slack material). Shoes may be Sneakers (clean and free of holes and tears) or other casual shoe that is closed toe.

Fridays are considered "Casual", but the definition of this is as follows: Jeans and any UL T-shirt (free of holes and tears) or a red Polo.

### **Appearance:**

All Student Ambassadors are to be mindful of their appearance as it relates to their duties within their role. The following guidelines should be observed by all members of the Office of University Housing.

Personal expression of body is an important right of all human beings, however in regards to jewelry, piercings and tattoos, while on duty for the Office of University Housing, Student Ambassadors are to maintain an appearance that would be acceptable in a business casual atmosphere. Jewelry is to be of business casual attire taste, and should not be excessive. Jewelry cannot be of obscene gestures nor profanities. Tattoos that are visible, must not be of profanities or obscene imagery. If a Student Ambassador has a tattoo that is deemed inappropriate to this policy, he/she may be asked to cover up the tattoo during his/her shift.

### **Guest Services:**

- Maintain a positive attitude that is welcoming to guests and supportive of the university and the department.
- Maintain a level of professionalism in communication with guests, staff, and visitors.
- Assist guests and provide information, making referrals for concerns and inquiries to appropriate staff.

### **Administrative Responsibilities:**

- Answer the telephone and respond to inquiries into services provided by Housing or other related services for the Guest Experience, receive and disseminate fliers and other information,.
- Arrive a minimum of five minutes ahead of the scheduled shift time.
- Once a Student Ambassador is scheduled, they are responsible for that shift. The Student Ambassador must have approval two weeks in advance of a shift for a shift to be officially transferred to another Ambassador.
- Maintain an orderly display cart and monitor inventory of supplies and equipment, notifying supervisor when needs arise.

### **Qualifications**

- Currently enrolled at the University as an undergraduate student.

- Prior Guest Service Experience highly preferred.
- Excellent verbal and written communication and networking skills.
- Friendly, approachable, and outgoing personality.
- Adaptable with the ability to prioritize tasks.
- Working knowledge of social media platforms and tools.
- Previous experience as a brand ambassador or similar role is strongly desired, as well as knowledge of sales and marketing principles.
- Possess and have the ability to demonstrate the following qualities: professionalism, effective leadership skills, personal maturity, dependability, motivation, initiative, integrity, responsibility, discretion, strong interpersonal communication skills.
- Must be able to follow a set schedule throughout the semester and be available to work weekends, nights, and holidays.

**IMPORTANT: Other duties as assigned by either the Asst. Dir. or the Housing Administration.**

*A Student Ambassador violation of University and departmental policies will be dealt with on an individual basis, and by the direct supervisor. Violations may have ramifications ranging from a verbal warning up to and including termination of employment.*

**Starting Date: On-Going**

**Applications: Please apply utilizing the online application through the Housing Website, under employment opportunities.**