

**HOUSING AMBASSADOR**

A Residential Life **Housing Ambassador** is a student employed by our department to serve as a front-line guest service and recruitment specialist. Housing Ambassadors are responsible for leading tours of the residence halls and apartments during daily tours, VIP and group visits, and special events. Housing Ambassadors also operate the Housing Tour Center during regular business hours to welcome guests and answer questions about on-campus housing. They also explore virtual, interactive tours and the model showroom with drop-in visitors. Housing Ambassadors are responsible for service desk operations at Grace King Hall, including welcoming and directing guests and answering incoming departmental phone calls and, when appropriate, connecting callers to professional staff. Shifts may occur between 7:45 a.m.-4:30 p.m. Monday-Friday with some weekend and evening hours for special events.

Housing Ambassadors are often the first person a student, parent, or campus partner connects with in Res Life, so it is imperative that Housing Ambassadors are friendly, professional, and knowledgeable about departmental policies and processes. The team of Housing Ambassadors reports to the Recruitment & Guest Services Coordinator and has the opportunity to work closely with the Communications professional and graduate staff to assist with social media, content creation, as well as event management.

First semester Housing Ambassadors will be required to work at least one half of Spring Break for Spring Invitational Orientation: Spring Break (March 31-April 4). First Half - 3/31-4/2. Second Half 4/3-4/5. Spring Break assignments will be distributed by the professional tours staff in early February, so students have adequate time to prepare.

**QUALIFICATIONS:**

- Your placement in this role is contingent upon meeting all criteria laid out by the Office of Student Employment.
- Be in good academic, financial, and judicial standing with the University.
- Have a minimum GPA of 2.0. This includes earning a 2.0 or higher 2024 *Fall Semester* GPA.
- Enrollment for the Spring 2025 as a full-time, undergraduate student.
- Currently or have previously lived in on-campus housing for at least one semester.

**CONDITIONS OF EMPLOYMENT**

- The term of appointment is for the academic year. Employment is scheduled January 25, 2025 to May 10, 2025 and includes holiday breaks when the university is open.
- Appointment is based on performance and is renewable upon evaluation for the summer.
- Priority for Spring employment will be granted to students who have employment eligibility for the summer term: May 11, 2025 - August 17, 2025.
- Housing Ambassadors must be committed to the entire contracted period, unless stated at the time of hire.
- Housing Ambassadors must be available to commit to all special event dates (unless in class or stated at the time of hire):
  - Saturday, January 20 | Kickoff LSU/Destination LSU
  - Friday, February 7
  - Friday, February 14
  - Friday, February 21
  - Friday, February 28
  - Saturday, March 22
  - Saturday, April 12
  - Saturday, April 26
- Housing Ambassadors are responsible for completing all (in person and virtual) training programs.
  - A **required** new hire training will be conducted on Sunday, January 26, 2025 from 10am-2pm.
  - Required virtual trainings include Digital Resource and Content Accessibility Awareness and Louisiana Board of Ethics trainings. It is the expectation that they will be annually renewed.

**COMPENSATION:**

- The position is hourly starting at \$10.
- Students may work up to 20 hours/week while classes are in session and 40 hours/week during break periods.
- First semester Housing Ambassadors will work an average of 8-10 hours per week.

**RESPONSIBILITIES & EXPECTATIONS:**

- Provide and maintain a high level of guest service and professionalism in action and appearance when interacting with visitors and campus partners.
- Take a leadership role in engaging guests, assessing their needs, and providing information.
- Be outgoing, personable, and comfortable speaking to large groups.
- Be knowledgeable of all housing policies, processes, and staff departmental job function(s).
- Must be able to problem-solve and make quick decisions.
- Become familiar with and utilize Microsoft Teams, Slate, StarRez, Help Scout, and other technologies during shifts to best assist guests and answer questions. All training will be provided.
- Use any knowledge that you may have about living on-campus to its benefit.
- Only share positive stories about LSU and Res Life.
- Lead tours during any type of weather; no driving or riding in personal vehicles.
- Professionalism with punctuality and communication of absences.
- Represent the department by wearing appropriate staff uniform and name tag during your shift.
- Perform various administrative tasks as directed by supervisors.

Please reach out Felice Ezejiogo, Graduate Assistant of Tours & Guest Services, at [fezeji1@lsu.edu](mailto:fezeji1@lsu.edu) for more information. Applications for the Spring Semester will be accepted from October 29, 2024 through November 25, 2024 via Handshake.