

Position Description

POSITION PROFILE

Position Title: EOU Student Ambassador

EOU Department/College: Office of Admissions

EOU Supervisor Title: Cassandra Sanchez, Campus Visit Coordinator | Admissions Counselor

Typical Job Duration: Academic Year

Job Level: \$13.20 - \$13.70 per hour, Level 1-2

Type of Schedule/Typical Hours: Flexible, based on event schedules; includes weekends and evenings.

Typical Number of Hours Per Week: 2-4 hours, depending on class schedule and program needs.

POSITION INFORMATION

Student Position Description Summary:

The Office of Admissions, the staff, and the Ambassadors are all part of the first impression of Eastern Oregon University. Remember that whether or not you are wearing your blue shirt (Ambassador polo and jacket); you are representing Eastern Oregon University and the Ambassador Program. Ambassadors is a paid student position within the Office of Admissions at Eastern Oregon University. Opportunities to work in Admissions include campus tours, events, office work, and tele counseling. Ambassadors are expected to work 2-4 hours per week, depending on class schedule and program status.

Job Duties/Responsibilities/Essential Functions:

- Opportunities to work in Admissions include campus tours, events, office work, and tele counseling.
- Miscellaneous tasks may be assigned as position evolves.
- Remember that regardless of when you are wearing your blue shirt or not, you are representing Eastern Oregon University and the Ambassador Program. If you are unable to attend any of the listed mandatory dates, notify the advisor prior to the date. Any member who accumulates two or more unexcused absences and/or tardies will face disciplinary actions, which could result in forfeiting one's position on the team.
- If you sign up for an event, you are responsible for attending that function or getting a replacement if you are unable to attend. You must contact the advisor 48 hours prior to the event to let us know you have found a replacement and/or if you are unable to find a replacement, otherwise it will be considered an absence. If your replacement does not attend the function, you are both held responsible. Remember it doesn't just reflect poorly on you, but hurts the entire team and university.
- Punctuality is essential. 5-10 minutes before any meeting or event is scheduled to begin is on time. This will allow you to receive any instructions or materials.
- Privacy does not exist in the world of social media. Think twice before posting comments/photos and refrain from posting directly about the university and/or program. Consider what could happen if your post alienates or offends others.
- Be professional and polite at all university events.
- Refrain from wearing EOU gear, and especially Ambassador gear, to bars, pubs and parties.
- Acknowledge and respect fellow Ambassadors.
- Blue shirts or jackets and black pants or khaki's are required for all events unless specifically stated by the advisor.
- Be respectful of EOU property including following proper campus tour etiquette (no walking backwards, no walking on grass, no walking through parking lots, etc.)
- Demonstrate appropriate office conduct when wearing your blue shirt (i.e. positive language, appropriate conversation topics, and suitable office mannerisms). Refrain from using profanity and telling inappropriate jokes while in your blue shirt.
- Obey all Federal, State, and Local Laws.
- Avoid violation of the EOU Student Code of Conduct. Individuals who have violated the Code of Conduct may be subject to dismissal from the program upon review of Advisors.

- Should individuals step down from the program and/or be removed, current Ambassador gear must be returned. Failure to return gear may result in a charge to your student account.
- Blue Shirt Etiquette refers to any Ambassador shirt, nametags, or other paraphernalia related to the EOU Ambassador Program

HIRING CRITERIA

Minimum Qualifications:

- Strong written, verbal and intercultural communication with an emphasis on customer service relations
- Experience using databases (e.g Microsoft Office)
- Use of office technologies to create, file and manage reports

Preferred Qualifications:

- Previous experience in customer service or as a student leader.
- Demonstrated ability to work effectively both independently and as part of a team.
- Familiarity with EOU campus and student life.

Desired Knowledge, Skills & Abilities:

- Exceptional interpersonal and communication skills to engage effectively with diverse groups.
- Ability to manage multiple tasks efficiently and adapt to varying environments.
- Strong organizational skills and attention to detail.

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- Develop professional communication and customer service skills.

Industry Learning Outcomes:

- Gain practical experience in higher education administration and event management.

Career-Readiness Learning Outcomes:

- Enhance abilities in teamwork, leadership, and professional conduct.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

Eastern Oregon University is an EEO Employer and welcomes application from women, members of historically underrepresented minority groups, US Veterans, and persona with disabilities. EOU is committed to providing equal opportunity in its recruitment, admissions, educational programs, activities and employment without illegal discrimination on the basis of age, color, disability, national origin, race, marital status, religion, sex, sexual orientation, gender identity, gender expression or any status as protected by state or federal law.

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework