Housing Ambassador Position Description

Overview & General Purpose
Located in Salt Lake City, the University of Utah is a public, 4-year institution committed to providing an exceptional academic and co-curricular experience for students and the University community. The “U” is a PAC-12 institution with over 33,000 students. Heritage Commons is home to 2,800 students who live in the 2002 Winter Olympic athlete village, residing in 20 co-ed residence halls and 10 apartment buildings. In addition, Housing & Residential Education has two apartment buildings located in downtown Salt Lake City that constitute Downtown Commons. Heritage Commons constitutes 868K square feet and Downtown Commons is 26K square feet. HRE is growing with a 309 bed Honors Living Learning complex (161K square feet) that opened August 2012 and additional 416 bed Entrepreneur-Innovation Living Learning complex (150K square feet) opening August 2016. The University Housing Campus Master plan calls for continued growth and construction to meet the housing demand.

The Housing Ambassador provides customer service and support in the Housing & Residential Education office and assists the Assignments Coordinators by performing various in-office tasks and assisting students. This part-time position is responsible for inventory management, assisting in prospective student recruitment and providing friendly and informative customer service. The Housing Ambassador reports to the Assignments & Customer Service Coordinator.

As a member of the HRE team, it is expected that Housing Ambassadors uphold all of the values of the department and follow all HRE and University policies and procedures.

Housing & Residential Education and the University of Utah value interactions among individuals with varying traditions, cultures, identities, expressions, orientation, religious beliefs, economic backgrounds, and racial/ethnic origins. We strongly encourage applications from candidates who will share and explore this value with the team and with the residents.

Qualifications
- Must be a current University of Utah student in good standing with the University and maintain that status throughout employment
- Ability to work effectively in a diverse office setting
- Ability to maintain student information under strict confidentiality
- Organizational skills to manage workflow and establish a harmonious and productive environment
- Skill in accurately analyzing information, situations, and procedures to define problems and formulate conclusions.
- Excellent communication and interpersonal skills
- Skill in speaking and writing concisely and logically, using grammatically-correct language to convey information and explain policies and procedures
- Demonstrated skill to work effectively with students, parents and university officials
- Working knowledge of various software packages (including spreadsheets, word processing and email)

Preferred Qualifications
- Experience living on campus at the University of Utah
- Customer service experience
- Clerical experience
Work Schedule

- Housing Assistant work schedule will be set by the supervisor, with hours not to exceed 20 per week. The Housing & Residential Education office hours is open Monday through Friday from 8 a.m. until 5 p.m.
- Must be able to attend bi-weekly staff meetings that will be set at the beginning of each semester
- Must be able to participate in occasional weekend recruitment events such as tours and tabling events on weekends
- May be asked to attend recruitment events outside of office hours

Compensation

$8.25-10.00 an hour

Primary Responsibilities

Customer Service

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, concerns and suggestions for ways to improve student satisfaction
- Assists in the university housing move-in and move-out processes, break and holiday closing
- Collects payments from students to pay their housing bill
- Acts as an information source to students about resources available within the University
- Provides information to students and parents about the procedures within HRE, University and Government regulations (i.e. FERPA)
- Possesses extensive knowledge of on-campus housing options
- Understands the assignment and reservation process in addition to contract terminations procedures
- Works with the occupancy team to troubleshoot and provide accurate information
- Informs the Assignments and Occupancy Coordinators of possible problems and discrepancies
- Assists in the opening and closing of the housing office

Prospective Student Recruitment

- Give prospective students and their parents tours of housing facilities
- Represent HRE at recruitment events and provide housing information to interested students
- Additional recruitment opportunities that may arise

Occupancy Processing

- Responsible for notifying roommates of new move-ins
- Assists with check-in and check-out processes
- Communicates with maintenance and custodial staff regarding building issues and concerns

Administrative

- Responds to general housing emails and phone calls
- Maintains accurate electronic and paper records and under strict confidentiality
- Processes student agreements and paperwork in a timely manner
- Assists in day-to-day administrative tasks and projects established by the supervisor