

# WesternLeader 2021-2022

# Housing Ambassador

## Overview

To provide accurate information and be a positive representative for Western Illinois University on guided tours of the residence halls daily, as well as during Discover Western events. Ambassadors also work in the front office of Seal Hall for University Housing and Dining Services. This position serves as an information source, and provides any assistance that a visitor to WIU may need.

## Requirements

Full time WIU student, free of disciplinary or academic probation, basic understanding of Microsoft Office suite, ability to communicate effectively with students, staff and visitors, valid driver's license and ability to operate a University vehicle, work experience in customer service preferred, ability to use office machines, ability to talk in front of/to a large group of people, ability to work in a flexible, sometimes high stress environment, no two job exceptions allowed.

## Responsibilities

Communicate with residence hall staff, students and visitors, conduct tours of the residence halls, serve as an information source and represent the University to students, family, and visitors, be present at all Discover Western events, assist housing staff at Discover Western events, Must be able to miss a select few classes during Discover Western events (a letter of excuse will be provided), answer phone calls and questions at the desk accurately and positively, operate office equipment including, but not limited to, credit card machine, cash register, "Aeros" machine, copier and scanner, sort and forward mail, drive to and from campus buildings and various community locations to perform miscellaneous duties and deliveries as needed, enter data for housing documents into the computer systems, complete ethics, sexual harassment and proficiency quizzes, assist departmental marketing efforts, make IDs and badges for students, faculty, staff, etc., assist with duties as assigned by different area staff.



- Possible to work up to 20 hours a week during the semester and up to 40 hours per week during break sessions.
- On campus residential students are preferred due to the nature of the position.
- This job is a great resume builder as it gives multiple experiences with supportive staff and supervisors.

#LEADTHEWAY