

Heritage University Office of Admissions

EAGLE AMBASSADOR JOB DESCRIPTION



Position Description:

Students in the Eagle Ambassador program will serve as representatives for Heritage University and the Office of Admissions in the Regional Tri-Cities Site. The Ambassadors will lead campus tours, attend community events, and connect with interested and incoming students. They will serve a critical role in promoting Heritage through social media, email, the web, and will also be assigned other duties in the office as time allows.

Being a part of the Ambassador program is a great way to work on campus and obtain desirable life and leadership skills that can be applied in future careers. Students will gain interpersonal skills, valuable customer service experience and will also improve their public speaking skills. Being a student ambassador will benefit the student and the university by preparing leaders for our campus community.

Qualifications:

- Must be a current Heritage University student.
- Must maintain good standing (2.5+ GPA) at the end of currently enrolled term while working in the Office of Admissions.
- Must have the ability to work effectively with a team but also be able to work independently.
- Must have knowledge of the university's history, mission, academic and extracurricular programs, activities and the admissions and financial aid processes.
- Must be willing to help others, have good time management skills, and be organized.
- Must be able to work during evening and weekend events.

Responsibilities:

- Available *up to* 19 hours a week.
- Give campus tours to prospective students, their families, and other campus visitors.
- Share a positive personal testimony about your college experience at Heritage University with students.
- Serve as a liaison between prospective students and the various departments on campus.
- Contact prospective students by email, calls, texts or in person.
- Represent the university in recruiting activities such as college fairs, information nights, etc.
- Work with Admissions Counselors (AC) at their respective school.
- Complete a performance evaluation every semester.
- Submit productivity dashboards to their direct report.
- Connect with the Admissions Events Coordinator regarding any upcoming events when told (campus visits, school tabling, presentations, etc.)
- Respond and follow-up on emails, calls, and text messages.
- Electronically input inquiry card data onto JRM database
- Cover the front desk when needed.
- Assist other departments/staff members with on-campus events when needed.
- Any additional duties provided by the Admissions Director.

Expectations:

- Submit time sheets and milage according to Payroll calendar.
- Arrive to work shift/events on time.
- Clock-in/out for work shift and for lunch break.
- Fulfill work hours on campus or when participating at an event according to their schedule.
 - No working remotely unless necessary due to medical condition
- Maintain professionalism, productivity, and efficiency during work shift. (No personal phone use or homework completion during work hours.)
- Maintain effective and timely communication with their direct report when unable to show up for work/complete duties.
- Maintain a professional presence on Social Media as it relates to Heritage University.
- Ensure at least one (1) ambassador is in the Office of Admissions at all times.
- Note when taking lunch break (30min-1 hour) on work calendar.
 - Lunches are only to be taken when work shift is over 4 hours, and a 10-min break can be taken within each 4-hour work period
- Maintain a clean work environment (tidying up used workspace, picking up after yourself)
- Be an active team-member (i.e. School visits, tabling, parades, school/community events etc.) that is cooperative, understanding, and respectful.
- Arrive to work with a positive attitude.
- Establish professional relationships/partnerships with other HU departments/community members.
- Arrive to work with presentable dress attire.
 - Wear HU merch or name tag/badge when participating in events (campus visits, school tabling, presentations, etc.)
- Participate in self/employee evaluations at least once a semester.

By signing and accepting below you acknowledge that you have read and agree to the terms outlined in this document

Signature: _____

Date: _____

Please contact Rebecca Garza, Admissions Director, with any questions at (509) 865-0734 or by email at Garza_R1@heritage.edu

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Heritage
University

Name:

Student I.D. #:

Major:

Phone Number:

Current Address:

Class Standing:

Resume and Fall/ Spring semester schedule (can be attached to the application)

Please provide a short answer to the following question:

Describe a time when a staff member at Heritage University helped you in an effective way. What was helpful in the experience? How can you help a student in a similar way and provide the same quality of help?