UMPQUA COMMUNITY COLLEGE

Student Ambassador Program

Job Description

Program Description

The Student Ambassadors represent Umpqua Community College to prospective students, current students, faculty and staff, community members and guests at the institution. Student ambassadors are first point of contact, are well informed about campus and able to provide direction and assistance as needed. Student ambassadors assist in the creation of an inclusive, academic-focused, engaging and supportive community.

Responsibilities

Student ambassadors are positive, enthusiastic and well-informed representatives of UCC. The Student ambassadors increase awareness of the multiple aspects of UCC. Student ambassadors will interact with students, staff and community members on a daily basis through their work at the Student Center Information Desk. Student ambassadors may also be placed to work in other student services department, such as the Welcome Center and Advising/Career Services Center. Student ambassadors will:

- help students, staff and community members become familiar with college resources; refer individuals to appropriate resources,
- promote UCC programs, services and resources, including SALT,
- assist students in navigating the UCC website including Riverhawk web self-service banner,
- assist students with completing various forms related to enrollment, financial aid and scholarships at UCC,
- assist with and participate in college recruitment/outreach activities, including phone calls, e-mails, campus tours, New Student Orientations, class visits and off campus visits,
- plan and organize information fairs,
- hold regularly scheduled hours at the Student Center Information Desk or other student services departments,
- respond to phone calls through the campus switchboard and walk-in traffic to the Campus Center Information Desk,
- respond to requests from prospective students,
- provide student photo identification cards through the id card station,
- assist in the maintenance of the campus bulletin boards, including the posting and distribution of materials around campus,
- assist in the development of the weekly announcements e-mail,
- attend and participate in scheduled staff meetings,
- participate in scheduled trainings.

Qualifications/Characteristics

Applicants must:

- be a current full-time student in good academic standing with a 3.0 cumulative GPA or higher,
- have completed 15 credits at UCC,
- possess a general working knowledgeable of academic departments, campus structure, student services, campus resources, and campus life,
- have the ability to relate to individuals from a variety of backgrounds and abilities,
- maintain a positive and productive working relationship with all staff, peers and students,

- possess the ability to work independently and have the flexibility to work as a team member giving and taking directions,
- possess the ability to communicate, both in oral and written format, in a professional and effective manner,
- be comfortable with public speaking,
- have strong customer service skills,
- possess strong organizational and time management skills to ensure academic success and completion of student ambassador responsibilities,
- be able to successfully lead projects through to completion,
- be able to multi-task,
- be able to handle confidential information and materials with discretion,
- demonstrate a strong work ethic,
- be reliable and accountable,
- be proficient in the use of current technologies and related software, including Microsoft Office and Gmail.

Compensation

Student ambassadors receive a tuition waiver of 12 credits per term. Student ambassadors are required to work a minimum of 12 hours per week. Upon advanced request and agreement, student ambassadors may work a reduced number of hours during finals week of each term, as well as during term breaks. Student ambassadors may also be hired on an hourly basis to work during summer term.

Term of Employment

Student ambassadors, pending satisfactory evaluations, may work up to four terms.

Please note: Beginning academic year 2015-2016, a Student Ambassador may not simultaneously work as Peer Mentor or serve as an ASUCC Executive Council Officer.

Application Process

- Complete the attached application and submit it to the Director of Student Life, Marjan Coester in the Student Center.
- Applicants must have two reference forms completed from campus employees, submitted directly to Marjan Coester.
- Interviews will be scheduled with individuals whose applications are complete by the posted deadline.

Questions about the Student Ambassador position or the application process should be directed to Marjan Coester by e-mail at marjan.coester@umpqua.edu or by phone at 541.440.7749.

Umpqua Community College is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status. This policy affirms UCC's commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist.

UMPQUA COMMUNITY COLLEGE

Student Ambassador Program

Application

Please print clearly. Missing information may delay the processing of your application.

Name: _____ Banner ID#: _____
Mailing Address: _____ City: _____ State: ___ Zip: _____
Phone Number: _____ E-mail: _____
Major: _____ Intended graduation date: _____

Rate yourself in the following skill areas and characteristics:

4=Excellent 3=Very Good 2=Acceptable 1=Needs Improvement 0=No Basis for Rating

____Accountability
____Creativity
____Dependability/Reliability
____Event Planning
____Flexibility/Adaptability
____Initiative
____Integrity
____Knowledge of Campus Resources
____Knowledge of Student Services
____Knowledge of UCC Policies and Procedures
____Listening Skills
____Oral Communications
____Organization
____Patience
____Positive Attitude
____Problem Solving
____Rapport with others
____Responsibility
____Teamwork
____Time Management
____Using Riverhawk Web
____Work Independently
____Written Communications

Short Answers

Please provide a thoughtful response to the questions below. Attach a separate sheet if necessary.

1) Please describe what influenced your decision to attend Umpqua Community College.

2) Why do you want to be a student ambassador?

3) What do you hope to achieve from this experience?

4) Please describe resources that you have used on campus and how they have been of benefit to you.

5) What unique qualities and abilities do you have to offer prospective students, UCC staff and other individuals with whom you may come in contact?

6) Please describe any other obligations you have while attending college that may affect your participation as a student ambassador.

Additional Information

Are you in good financial standing with Umpqua Community College? ____Yes ____No

Do you have any outstanding disciplinary actions with Umpqua Community College? ____Yes ____No

I understand that the making of any false statement on this application will be sufficient cause for dismissal. I hereby certify that, to the best of my knowledge, all information on this application is true and accurate. I hereby authorize the UCC Student Ambassador Program to inquire as to my qualifications and character of any of the persons listed herein as references.

Student Signature _____ *Date* _____

Questions about the Student Ambassador position or the application process should be directed to Marjan Coester by e-mail at marjan.coester@umpqua.edu or by phone at 541.440.7749.

UMPQUA COMMUNITY COLLEGE

Student Ambassador Program

Recommendation Form #1

Name _____ *Banner ID* _____

The Family Educational Rights and Privacy Act of 1974 gives a student a right of access to an evaluation written about him or her. The law also permits the student to sign a waiver relinquishing his or her right to inspect letters of recommendation. The applicant's signature below constitutes a waiver; no signature means that students will have the right to read this recommendation.

Student Signature _____ *Date*_____

The above named student has applied for the position of student ambassador. The student ambassadors represent Umpqua Community College to prospective students, current students, faculty and staff, community members and guests at the institution. Student ambassadors are first point of contact, are well informed about campus and able to provide direction and assistance as needed. Student ambassadors assist in the creation of an inclusive, academic-focused, engaging and supportive community.

Reference Name (*please print*) _____
Position_____
E-mail _____ Phone _____

Please rate the student using the following:

4=Excellent 3=Very Good 2=Acceptable 1=Needs Improvement 0=No Basis for Rating

____Accountability
____Creativity
____Dependability/Reliability
____Flexibility/Adaptability
____Initiative
____Integrity
____Listening Skills
____Oral Communications
____Organization
____Patience
____Positive Attitude
____Problem Solving
____Rapport with others
____Responsibility
____Teamwork
____Time Management
____Work Independently
____Written Communications

1) How long have you known the applicant and in what capacity?

2) What about the applicant demonstrates her/his ability to be a student ambassador?

Reference Signature _____ Date_____

Thank you for your assistance.

Please return in a sealed envelope to Marjan Coester in the Campus Center.

UMPQUA COMMUNITY COLLEGE

Student Ambassador Program

Recommendation Form #2

Name _____ *Banner ID* _____

The Family Educational Rights and Privacy Act of 1974 gives a student a right of access to an evaluation written about him or her. The law also permits the student to sign a waiver relinquishing his or her right to inspect letters of recommendation. The applicant's signature below constitutes a waiver; no signature means that students will have the right to read this recommendation.

Student Signature _____ *Date*_____

The above named student has applied for the position of student ambassador. The student ambassadors represent Umpqua Community College to prospective students, current students, faculty and staff, community members and guests at the institution. Student ambassadors are first point of contact, are well informed about campus and able to provide direction and assistance as needed. Student ambassadors assist in the creation of an inclusive, academic-focused, engaging and supportive community.

Reference Name (*please print*) _____
Position_____
E-mail _____ Phone _____

Please rate the student using the following:

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1) How long have you known the applicant and in what capacity?

2) What about the applicant demonstrates her/his ability to be a student ambassador?

Reference Signature _____ Date_____

Thank you for your assistance.

Please return in a sealed envelope to Marjan Coester in the Campus Center.