

Position Description

POSITION PROFILE

Position Title: EOU Student Ambassador

EOU Department/College: Office of Admissions

EOU Supervisor Title: Campus Visit Coordinator | Admissions Counselor

Typical Job Duration: Academic Year

Job Level: 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:

- Conduct campus tours and represent EOU at various events
- Assist with office work and tele counseling
- Miscellaneous tasks may be assigned as the position evolves
- Maintain professionalism and punctuality in all university-related events and activities
- Adhere to social media guidelines and maintain a positive representation of EOU
- Wear appropriate attire (blue shirts/jackets and black pants/khakis) at all events unless specified otherwise
- Follow proper campus tour etiquette and demonstrate appropriate office conduct
- Obey all Federal, State, and Local laws, and avoid violations of the EOU Student Code of Conduct
- Return Ambassador gear if stepping down or removed from the 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 employment, 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:

- Week long ambassador training hosted the 1st or 2nd week of September, 9am-4pm
- Monthly meetings and updates
- 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