



FrogJobs Number: 00000
Department: Housing and Residence Life
Position: Housing & Residence Life Ambassador
Start Date: August 12, 2024
Hours of Operation Monday – Friday 8:00 AM – 5:00 PM with anticipated after-hours commitments

Duties and Essential Job Functions:

- Create a purple carpet standard of service environment where stakeholders feel heard and cared for
- Maintain positive working relationships with residents, parents, staff, and campus partners
- Navigate the StarRez database for administrative residential operations
- Monitor and respond to website chat function during assigned hours
- Screen and direct phone calls to the appropriate staff member or campus partner
- Participate in Ambassador express rotations to include deliveries to and from the Central Office
- Support RLH leadership team with administrative tasks and student follow-up
- Complete administrative and daily operations duties and under the direction of the Graduate Assistant
- Attend and engage in all staff training and development efforts as ambassadors for the department
- Attend monthly staff meetings and individual meetings (1-on-1s) with the Graduate Assistant
- Engage in formal and informal evaluations conducted by the Graduate Assistant
- Participate in the recruitment and selection processes for the following academic year
- Participate in priority department events (included but not limited to opening/closing procedures and housing selection/allocation days)
- Assist in care efforts from the department
- Participate in assigned Ambassador committee work in collaboration with leadership team members and campus partners:
 - HRL Engagement (People)
 - Programming & Traditions (Experiences)
 - Admin & Special Projects (Process)
- Other duties as assigned

Requirements:

- Must be an enrolled undergraduate student at TCU during the application process
- Must maintain a 2.75 cumulative GPA and be in good academic standing
- Must be an undergraduate student with at least a semester of college experience by August 2024
- Must be in good judicial standing with the University and the department of Housing and Residence Life
- Student account must be in good financial standing
- Must be able to commit to one full academic year beginning August 2024 and ending in May 2025

Preferred Skills:

- Leadership
- Teamwork
- Critical Thinking
- Career & Self Development
- Communication
- Professionalism
- Diversity & Inclusion

Remuneration:

- The position is based on 15 hours of work a week
- A meal plan credit for an assigned staff meal plan
- Monetary stipend totaling \$2,500 dollars per academic year