



STUDENT
AFFAIRS

Housing & Residence Life

Department: Housing and Residence Life

Position: Housing & Residence Life Lead Ambassador

Start Date: August 1, 2025

Hours of Operation Monday – Friday 8:00 AM – 5:00 PM with anticipated after-hours commitments

Duties and Essential Job Functions:

- Provide leadership and direct supervision of eight HRL Ambassadors
- Assist in all staff training and development efforts
- Coordinate and facilitate monthly staff meetings and individual meetings (1-on-1s) for Ambassadors
- Design and execute community experiences in collaboration with the Ambassador team
- Coordinate Central Office hours scheduling for the Ambassador team year-round
- Create a purple carpet standard of service environment where stakeholders feel heard and cared for
- Provide peer support and guidance about housing options, processes, and on campus living experiences to prospective and current students
- Create and participate in department outreach efforts (social media, info sessions, experiences, tabling, etc.)
- 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 operation duties
- Engage in formal and informal evaluations conducted by their supervisor
- 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
- 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 year of college experience at TCU by August 2025
- 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 2025 and ending in May 2026

Preferred Skills:

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

Remuneration:

- The position is based on 20 hours of work a week
- A meal plan credit for an assigned staff meal plan
- Monetary stipend totaling \$2,500 dollars per academic year
- Full room credit of single room based on availability