

SUMMER - HOUSING AMBASSADOR

A Residential Life **Housing Ambassador** is a student employed by our department to serve as a front-line guest service and recruitment specialist. Housing Ambassadors are responsible for leading tours of the residence halls and apartments during daily tours, VIP and group visits, and special events. Housing Ambassadors also operate the Housing Tour Center during regular business hours to welcome guests and answer questions about on-campus housing. They also explore virtual, interactive tours and the model showroom with drop-in visitors. Housing Ambassadors are responsible for front desk operations at Grace King Hall, including welcoming and directing guests. They are also responsible for answering incoming departmental phone calls and, when appropriate, connecting callers to professional staff. Shifts may occur between 7:45 a.m.-4:30 p.m. Monday-Friday with some weekend and evening hours for special events.

Housing Ambassadors are often the first person a student, parent, or campus partner connects with in Res Life, so it is imperative that Housing Ambassadors are friendly, professional, and knowledgeable about departmental policies and processes. The team of Housing Ambassadors reports to the Recruitment Coordinator and has the opportunity to work closely with the Communications professional and graduate staff to assist with social media, content creation, as well as event management.

QUALIFICATIONS:

- Be in good academic, financial, and judicial standing with the University.
- Have a minimum GPA of 2.0
- Enrollment for the Fall 2025 as a full-time, undergraduate student.
- Currently or have previously lived in on-campus housing for at least one semester.

CONDITIONS OF EMPLOYMENT

- The term of appointment is for the summer. Employment is scheduled May 14-August 22, 2025. End dates may be adjusted for participation in official university programming (i.e. Greek recruitment, RA training, etc.)
- Housing Ambassadors must be committed to the entire contracted period, unless stated at the time of hire.
- Housing Ambassadors are required to work a rotation of Saturday tours.
- Housing Ambassadors must be available to commit to work all Bengal Bound Orientation sessions (unless in class or stated at the time of hire)
 - June 3, 4, 5, 10, 11, 12, 16, 17, 18, 24, 25, 30; July 1, 2, 7, 8, and 9th
- Preference will be given to candidates who are available to work First-Year Move-In weekend August 15-17, 2025.
- Housing Ambassadors are responsible for completing all training programs.
 - A required multi-day training will be conducted during the week of May 14-16th.

COMPENSATION:

- The position is hourly starting at \$10
- On-campus housing accommodations may be available on an as-needed basis. If housing accommodations are provided, hourly pay will be reduced to \$8.00 and some overnight shifts will be required.
- Housing Ambassadors will be assigned to a private room (when available). Residential Life reserves the right to assign a Housing Ambassador a roommate(s) if needed and will accommodate registered emotional support animals as well as other documented Disability Service needs.
- Students may work up to 20 hours/week if taking summer classes (while classes are in session) and 40 hours/week if not taking summer classes.

RESPONSIBILITIES & EXPECTATIONS:

- Provide and maintain a high level of guest service and professionalism in action and appearance when interacting with visitors and campus partners.
- Take a leadership role in engaging guests, assessing their needs, and providing information.
- Be outgoing, personable, and comfortable speaking to large groups.
- Be knowledgeable of all housing policies, processes, and staff departmental job function(s).
- Must be able to problem-solve and make quick decisions.
- Become familiar with and utilize Microsoft Teams, Slate, StarRez, Help Scout, and other technologies during shifts to best assist guests and answer questions. All training will be provided.
- Only share positive stories about LSU and Res Life.
- Lead tours during any type of weather; no driving or riding in personal vehicles.
- Professionalism with punctuality and communication of absences.
- Represent the department by wearing appropriate staff uniform and name tag during your shift.
- Perform various administrative tasks as directed by supervisors.

POLICY ENFORCEMENT, REPORTING OF VIOLATIONS, AND ROLE MODELING RESPONSIBILITIES:

- Know, abide by, and serve as a role model for all University and residence hall policies in word and in action.
- Adhere to residence hall rules and regulations as outlined in the Living on Campus Handbook and Code of Student Conduct.

TIME COMMITMENTS AND EXPECTATIONS:

- HAs are required to live in the residence hall or apartment community to which the HA is assigned.
- HAs may be expected to participate in a weekly staff meeting; determined by the availability of their supervisor team.
- HAs may be expected to work through university holidays including, but not limited to: Memorial Day, Juneteenth, and July 4th Weekend.
- HAs are expected to remain on campus during certain time periods including, but not limited to:
 - Summer Training and Preparation: May 14-16, 2025.
 - Our Bengal Bound Orientation and Enrollment Management Event dates.
 - All departmental training, including team development activities, and any assigned video and online trainings and certifications required by the department or the university.
- HAs are considered essential personnel in the case of a disaster, such as a hurricane, and will be required to remain on campus and perform HA responsibilities and other duties as assigned.
- HAs are required to participate in weekday, weekend, and holiday on-calls as deemed necessary by the appropriate supervisor(s).
- HAs may be expected to assist with Conference Desk Assistant shifts as needed.
- HAs may be expected to assist with Marketing and Communications projects as needed.
- HAs may be expected to assist the Move-In Leadership Team with move in preparation as needed.
- The HA position is considered the HA's primary responsibility outside of class and academics. Other activities such as clubs and organizations are viewed as secondary to academics and the HA position. These activities should be limited in order to fulfill all HA responsibilities and are subject to approval by the appropriate supervisor(s).
- Involvement in extracurricular activities, such as holding executive board positions, serving in an elected position in a student organization, etc. are subject to approval by the appropriate supervisor(s).

FACILITIES AND KEY RESPONSIBILITIES:

- HAs shall attend key policy training and sign the Housing Ambassador Card Access agreement.
- Perform all check-in and check-out tasks, paperwork, key issuance, and key related procedures in a timely and accurate manner.
- Report all maintenance problems involving University property, deficiencies, or damages appropriately.
- Use best judgement to assess urgency of facility related matters and the appropriate recipient to provide the best service (submission via MAXIMO work request database, or to Summer Conference Professional Staff).
- Work with custodial staff to promote a clean and well-maintained area, including trash pickup, etc. when needed.
- HAs are responsible for all keys in his/her/their possession. Upon termination of employment, all keys and other materials distributed to the HA shall be returned to their supervisor.
- All keys should only be used for official University purposes that are directly related to the job responsibilities of the HA in accordance with the Department of Residential Life key policy.
- Master and sub-master keys are to be signed out while in use and immediately returned to the designated staff member after use for official purposes. Staff members are not to carry master or sub-master keys except for when in use.
- Lost keys, including charges for re-coring/keying shall be the responsibility of the HA in possession of the keys.
- The employment of a HA may be terminated at the sole discretion of the Department of Residential Life upon loss or misuse of a key.

DEPARTMENTAL RESPONSIBILITIES:

- Represent and support the Department of Residential Life in interactions with students, faculty, staff, parents, and guests.
- Assist in emergencies such as fire alarm evacuation, floods, hurricanes, power outages, or other crises. In case of a crisis, all staff members are immediately on-call. HAs are considered essential personnel during university crises.
- Participate in team building activities to maintain a team attitude among the summer staff.
- Aid other employees of the Department of Residential Life, and other University employees and officials performing certain administrative duties as deemed necessary by the Department of Residential Life.

EMPLOYMENT ACTION, RESIGNATION AND DISMISSAL:

- At the sole discretion of the Department of Residential Life, a HA may be dismissed immediately for various reasons, including but not limited to violations of the Employment Agreement, Code of Student Conduct, the Living on Campus Handbook, the Academic Year Housing Agreement, and federal, state, and local laws.
- The student conduct process is a separate process from the employment process. Employment decisions will be made separate from findings in the student conduct processes.
- Before any disciplinary action is taken, thorough and timely investigations utilizing the outlined departmental progressive discipline process will be conducted by the appropriate professional staff, thus, all disciplinary decisions, up to and including dismissal are final, and no appeals will be granted for such decisions.
- HAs who fail to comply with department and supervisory expectations, trainings, and guidelines as outlined will be subject to the student staff progressive discipline process.
- HAs who resign in the middle of the employment agreement contract dates will not be considered in good standing and will not be eligible for rehire processes.
- HAs that resign or are dismissed will be reassigned to an available residence hall room outside of the community in which they served as a HA, if they desire.
- Upon termination of employment agreement, all manuals, keys, emergency supplies, identification badges, and other issued materials must be returned to the appropriate supervisor(s). Materials not returned or lost will result in a charge for the cost of a replacement or lock change.

Please reach out to Graduate Assistant of Tours & Guest Services, Felice Ezejiogo, for more information at fezeji1@lsu.edu. Applications for this summer position will be accepted from February 24th – March 16th via Handshake.