

MEMO

Ambassador Hiring Stakeholders and Conductors,

Please find attached the criteria set out for the 2017-2018 school year. These criteria are meant to assist in both the development of current Ambassador Team members and should also serve as the main criteria for which we should hold to any interested applicants and interviewees.

In addition you will find all requirements and basic job functions required by all Student Ambassadors.

The Ambassador Program Director as well as a Moore School Human Resources Representative have approved all of the information supplied in this document.

Please direct any questions or concerns to Program Director, Wendy Hennessy.

A Moore School Student Ambassador's primary function is to help welcome prospective students, parents, alumni and special guests to the Darla Moore School of Business. Ambassadors show leadership, professionalism, pride and the desire to promote the Moore School while delivering superior customer service at all times.

Student Ambassadors give prospective students the current students' view of college life. Current students provide excellent insight into what it is like to actually be a student at the Moore School and can identify easily with prospective students. As front-line representatives of the school, Ambassadors are committed to welcoming and assisting any guest with the highest customer service ability. The success of this program depends on a strong foundation built by devoted students.

Additionally, Ambassadors serve as an aid to our full and part time faculty. Ambassadors assist these faculty members in daily operations and building function and management as assigned.

Lastly, Ambassadors will enhance their job readiness and leadership abilities, develop an understanding of their strengths and weaknesses and improve their professional and communication abilities.

EXPECTATIONS

- Great representative of the Moore School brand of excellence
- Commitment, perseverance and reliability
- Good organizational skills
- Exceptional communication skills – particularly listening
- Patience and Adaptability with a positive approach
- Ability to be open-minded

Reliability

If a team member offers to help with an event they are expected to be on time and stay for the entire shift as directed by their supervisor. If the team member has any problems attending or is running late, they should let the member of staff who is organizing the activity know.

Professionalism

Ambassadors represent the Darla Moore School of Business so they are expected to take their role seriously both in their work and interactions with faculty, students and visitors.

Approachability

Ambassadors are expected to be polite as well as engaging at all times, with visitors, students and faculty of the Moore School. Ambassadors should seek to assist all visitors, students and staff as much as possible.

Tolerance

Respect different opinions and be sensitive to different cultures.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Conduct tours of the school to prospective students and families, alumni and other special visitors
- Answer a multi-line phone and transfer calls to the appropriate office(s)
- Perform administrative clerical and computerized tasks as needed
- Assist administrative staff with various secretarial/administrative assignments
- Assist with events hosted or co-hosted by the Moore School
- Greet and provide directions, general information and assistance to all visitors
- Operate the copier and route to appropriate destinations
- Assist in the delivery of mail/packages to various departments of the building
- Attend regularly scheduled Ambassador meetings
- Maintain business professional or business casual attire when acting in the Ambassador capacity (to be provided on an event and shift basis)
- Attend ambassador professional development workshops
- Assist in lockup of the building during the evenings and on weekends
- Other tasks as assigned by faculty and staff

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with registered disabilities to perform the essential functions.

Language and Communication Skills

- Ability to read and interpret documents such as office manuals, college publications and maps
- Ability to independently write routine reports and correspondence
- Ability to communicate well with prospective students, parents and counselors in person, on the phone and in writing
- Strong organizational skills and attention to details

Computer Skills

Computer competency in Microsoft Office especially Outlook, Word and Excel.

Physical Demands

While performing the duties of this job, the employee is regularly required to:

- Use hands to finger, handle, or feel
- Talk and hear – especially over the phone
- Sit and reach with hands and arms
- Stand, walk, stoop, and/or kneel
- Lift and/or move up to 25 pounds daily
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Confidentiality Agreement

- All Student Ambassadors must sign a Moore School of Business Confidentiality Agreement and Ambassador contract. Ambassadors are expected to keep all sensitive information heard or witnessed confidential.

Immediate Requirements

- Minimum 3.0 overall GPA
- Must have at least one year remaining before graduation
- Minimum availability of 10 hours per each week
- Must be available for Ambassador Trainings and monthly meetings

COMPENSATION

- Ambassadors are paid \$10.00 per hour and are eligible to work up to, and no more than 20 hours per week

Applicant Competency and Abilities Summary

Outlined below is a list of competencies, abilities and preferences for candidates in order to allow the ambassador applicant review team to make the best decisions whenever granting interview decisions, or selecting new hires for the Ambassador Program. Please refer to the above expectations for a more detailed outline.

1. Within the Ambassador Program we look to first and foremost hire students that are able to commit time to our Program. We should seek out the highest devoted students to serve and represent the Moore School as ambassadors in the best and most professional manner possible.
2. Strong communication and social abilities are preferred, as Student Ambassadors will need to be able to communicate important information to students, parents, faculty and staff, as well as visitors.
3. Business acumen and computer skills are a must. A student should show at least a basic knowledge for business and a willingness to develop these skills further through the Ambassador Program.
4. Attention to detail as well as the ability to follow instruction is an important part of serving as an Ambassador as our program seeks to provide assistance to faculty and staff throughout the Moore School. These faculty members are expected to do the same and our Ambassadors should be able to provide reliable assistance whenever asked.
5. Reliability and timeliness are keystones to a successful Ambassador. In order to complete the job asked of Ambassadors, they will need to show a commitment to showing up to every shift, on time.
6. Our Program seeks diversity in every sense of the word. In order to best represent the population of the students of the Moore School, our students should have diverse backgrounds and experiences in their time at the university and should continue to show a desire for involvement within the Moore School, the university, and the surrounding community.