

ABOUT OUR DEPARTMENT:

The mission of the Department of Residence Life is to provide a clean, well maintained, safe, and inclusive living learning environment that is conducive to study and the personal development of all residents. Activities and services are designed to develop community while encouraging academic and social success.

Arkansas Tech is an Affirmative Action/Equal Opportunity Employer. It is the policy of this university not to discriminate on that basis of race, color, national origin, sex religion, age or disability in employment or provision of service.

REPORTS TO:

The Residence Director (RD) is responsible for Student Staff supervision, evaluation, and communication of general information between the Department of Residence Life and the Student Staff.

JOB RESPONSIBILITIES:

The Housing Ambassador serves as an integral part of the Department of Residence Life's ability to complete its mission. Together, these staff members work with residents to create and maintain an atmosphere which fosters a great first impression and ensure students, guests, and campus partners have a positive experience.

- Attend all Student Staff meetings and training sessions associated with this position.
- Assist with front desk services within the main office anytime the office is open
- Provide excellent customer service to students, parents, vendors, and guests.
- Manage email accounts for Residence Life to ensure a timely response to all communication.
- Guide tours across campus in various temperatures and conditions.
- Be flexible and work with the department to fill in housing tour schedules as needed.
- Arrive before assigned tour or desk shift with appropriate Ambassador attire as outlined in training.
- Maintain showroom and ensure it is well-kept at all times for housing tours.
- Connect with incoming students and accompanying parties to market Residence Life and its services.
- Ability to recall and effectively communicate information regarding all residential communities, and housing contract policies and processes.
- Must be available to participate in campus-wide move-in events for fall and spring semesters, and all recruitment events such as Admitted2ATU, Open House, Homecoming, etc.
- Assist with occupancy management: check-ins & check-outs, lock outs, and data entry.
- Assist with freshmen outreach via phone, text, email, and mail.
- Complete administrative paperwork and tasks as needed, such as weekly reports and desk logs.
- Assist with Residence Life keys: preparing keys, performing key audits (monthly/annual), and distributing keys.
- Identify and report maintenance issues to the department.
- Support and enforce the policies and procedures as outlined in the Student Handbook.
- Assist in the process of opening and closing of the facilities.
- Serve as a positive role model and resource to all residents.
- Promote diversity and social justice by creating respectful and supportive living environments.
- Other duties as assigned.

STUDENT STAFF JOB QUALIFICATIONS:

- Current minimum 2.500 cumulative and semester GPAs
- Full-time student enrollment status for semester(s) of employment
- Good standing with the University and the Department of Residence Life
- On-campus living at ATU for at least one semester and preferably one academic year
- Attend mandatory Student Staff training on August 2024 and January 2025 (Subject to Change)
- Move in 1 to 2 weeks before halls open and work through breaks

COMPENSATION:

- Hourly rates of \$10 per hour. The maximum number of hours you may work a week is 20 hours per week. You are allowed to hold another job, either off-campus or on-campus, while you hold this position. You will be required to complete time sheets to track your weekly hours. These will be submitted monthly and you will be paid monthly.
- If you intend on having another on-campus job during the academic year, please note that you are only allowed to work a TOTAL of 28 hours per week campus-wide. International students are allowed to work a TOTAL of 20 hours per week campus-wide.

ADDITIONAL EMPLOYMENT:

Be aware some positions allow additional employment some do not. Please look closely at each job description for specifics.

ROOM AND BOARD:

- Room and board expenses are not included in the Student Staff compensation and will be the financial responsibility of the student. There is a special Student Staff housing rate.
- The room and board rates may be found online at: <http://www.atu.edu/stuaccts/tuitionfees.php>.
- For additional information regarding this position, please contact Residence Life at housing@atu.edu or call at 479-968-0376