



Housing Marketing Liaison: Job Description.

Housing and Residence Life at UTSA is seeking skilled and personable students to serve as Housing Marketing Liaisons. Housing Marketing Liaisons will be at the front line (along with our Communications and Customer Relations Representative) for prospective students and family members interested in on-campus housing at Chaparral Village, Laurel Village, and San Saba Hall. Throughout the year, Housing Marketing Liaisons will be asked to assist at formal University events where student participation is requested (i.e., university dignitaries).

Application available at the Chaparral Village, Laurel Village, and San Saba Hall front desks.

Qualifications:

- Preferred: students who currently live on-campus in either Chaparral Village, Laurel Village, or San Saba Hall.
- Be in good academic standing with the university.
- Be in good standing with the Department of Housing and Residence Life.
- Excellent communication, customer service, and interpersonal skills.
- Knowledge or willingness to learn about UTSA and the Department of Housing and Residence Life.
- Ability to effectively and positively represent UTSA and the Department of Housing and Residence Life.
- UTSA cumulative GPA of 2.5 or better
- Must be enrolled as a UTSA student
- Computer skills (Access, Word, Excel, PowerPoint, Publisher etc)
- Neat and clean appearance

Responsibilities:

- Lead tours for prospective students and families during regularly scheduled tour times.
- Conduct walking tour to showcase housing communities and tour rooms.
- Positively discuss the facilities and amenities in housing.
- Positively discuss personal experiences living on campus.
- Respond appropriately to questions and concerns from students, visitors, and families.
- Refer students, visitors and families to applicable campus resources as needed.
- Assist with Open House (Saturdays) events for prospective students.
- Lead tours for prospective students and families during Open House dates.
- Communication with perspective students and families through various technologies.
- Attend regularly scheduled weekly staff meetings.
- Assist with recruitment and training of new staff.
- Work 10-15 hours a week on average, with extra hours available for special events.
- Represent housing and residence life at events requesting students
- All Marketing Liaisons are required to work both Winter and Spring Breaks with a minimum of 25 hours each (schedules will be issued at the beginning of each semester)
- Other duties as assigned.

Benefits/Compensation

- \$9.00 per hour
- Housing and Residence Life clothing
- Excellent leadership, communications, customer service, and public speaking experience
- Questions need to be directed to Glynda Steele, Communications and Customer Relations Representative at Glynda.Steele@utsa.edu