



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 Housing Operations Coordinators) for prospective students and family members interested in on-campus housing for UTSA. Throughout the year, Housing Marketing Liaisons will be asked to assist at formal University events, phone call campaigns, Social Media Content, Housing Tours, and other duties as assigned.

Qualifications:

- Preferred: students who currently live on-campus with UTSA Housing and Residence Life
- 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)
- Neat and clean appearance

Responsibilities:

- Conduct daily tours for prospective students and families during regularly scheduled tour times.
- 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 UTSA Day (Saturdays) events for prospective students.
- Communication with perspective students and families through various technologies.
- Attend regularly scheduled weekly staff meetings.
- Schedules must be flexible to provide housing tours.
- 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 UTSA Days and Spring Break due to Tours
- Assist with Social Media Content creation and posting

- Participate in call campaigns regarding the housing application
- Other duties as assigned.

Benefits/Compensation

- \$11.00 per hour
- Housing and Residence Life clothing
- Excellent leadership, communications, customer service, and public speaking experience
- Marketing and Social Media management
- Networking/Collaboration with campus partners