



Housing Ambassador Job Description

The Office of Housing and Residence Life at UTSA is actively seeking dynamic and personable students to join our team as Housing Ambassadors. In this role, you will play a pivotal role, working alongside our Housing Operations Coordinators and Residence Life Coordinators, as the primary point of contact for prospective and current students and their families interested in on-campus housing at UTSA. Your responsibilities will encompass a variety of tasks throughout the year including administrative responsibilities, marketing and social media, and customer service. This position offers an exciting opportunity to actively contribute to the university community while gaining valuable experience in marketing and communication. If you possess excellent communication skills, enjoy engaging with others, and are enthusiastic about promoting the benefits of on-campus living, we encourage you to apply and become a vital part of our Housing team at UTSA.

Job Classification: Work-Study/Part- Time

Compensation: \$11.00/hour

Reports To: Housing Operations Coordinator

Qualifications:

- Must have a 2.5 UTSA cumulative grade point average (GPA) prior to and during employment.
- Must be an enrolled student at UTSA.
- Excellent communication, customer services and interpersonal skills
- Maintain a professional appearance according to departmental guidelines.
- Computer, Software, and Social Media skills (Word, Excel, PowerPoint, Canva, Instagram, Facebook)
- Knowledge of or willingness to learn about UTSA and the Department of Housing and Residence Life
- Ability to work in a diverse and ever-changing environment.
- Required to work specific events: Fall & Spring Move Ins, UTSA Days, and Spring Break Tours
- Preferred but not required: students who currently or has live on-campus with UTSA Housing and Residence Life
- Preferred but not required: past experience working in customer service or satisfaction.

Job Description/Responsibilities

- Always provide outstanding customer service.
- Be comfortable explaining, enforcing and following housing policies, procedures, and process to a diverse audience including current and perspective parents and students.
- Conduct daily tours for prospective students and families during regularly scheduled tour time.
- Communicate effectively with current and perspective residents and families.

- Maintain the housing brand by assisting with social media content creation and posting in accordance with departmental guidelines.
- Refer students, visitors and families to applicable campus resources as needed.
- Provide front desk services with clerical office duties including answering phones with proper etiquette, managing and distributing packages, assisting residents with facility concerns including lockouts and emergency work orders.
- Work 15-19 hours a week, with extra hours available for special events (UTSA Day, Fall Move In, Spring Break, Spring Move Out)
- Represent Housing and Residence Life as requested: tabling, panels, presentations, informational sessions.
- Verifying room availability and readiness for room changes and relocations.
- Deal with sensitive and confident materials in accordance with departmental guidelines.
- Other duties as assigned.