

Job Description: King's Student Ambassador September 2021

About the position:

We are looking for enthusiastic, friendly and approachable students who love being a student at King's and want to share their experiences about why King's is *the Place to Be* and *the Place to Become*! Successful applicants will serve as Student Ambassadors of King's University College. Students in this position will lead tours of the King's campus and residences to prospective students and their families, visiting dignitaries, alumni, and high school groups. Each Student Ambassador is required to provide campus visitors with accurate and consistent information as outlined in the Tour Guide Manual and as discussed during Tour Guide Orientation. Tour Guides must represent themselves and the university (including Western and the affiliate campuses) in a professional and appropriate manner at all times during the tour. In addition to the tours, Ambassadors will be responsible for responding to, and connecting with, prospective students through the Unibuddy platform as well as live chat campaigns. Our Student Ambassadors are expected to be leaders and role models on campus. Our goal is to introduce student life and represent the university as a positive and inclusive learning and living environment, where students can expect to experience the "best of both worlds".

What are you responsible for?

As a Student Ambassador of King's, you will be responsible for educating visitors on all things KING'S! You will be responsible for hosting groups that will include, but are not limited to, prospective students and their families, alumni, high school groups and visiting international groups. Students in this position must be able to convey the "King's Difference" to all visiting groups while maintaining professionalism, being courteous and behaving in an appropriate manner. Providing students and visitors to King's with accurate information is required and always expected while working in this role.

Additionally, you will be included as a student ambassador on our Unibuddy digital platform, being available to answer questions about your program and student experience from both domestic and international prospective students. The platform is embedded in our King's website and prospective students can search for students by program and country of origin. Much like in-person campus tours, you will be expected to answer questions pertaining to King's in an efficient and professional manner.

Our goal is to build trust amongst prospective students and their families and to let them know that King's is here to support them in any way we can during their degree studies.

Qualifications:

Student Ambassadors of King's should be comfortable and proficient at public speaking, and should be knowledgeable about King's, its resources, history, and offerings. Demonstrating patience and the ability to remain calm in stressful situations is required. It is expected that Student Ambassadors are punctual, reliable and professional. Candidates must have excellent communication and interpersonal skills, have the ability to present themselves in an approachable and professional way at all times, and must be flexible and reliable.

Length of Employment:

The employment period will **begin September 2021 and conclude in at the end of April 2022**. Summer employment is not offered for this position. Continued employment for the following school year is determined through exemplary performance (at the discretion of the Coordinator of On-Campus Events). Employment can be terminated after the second warning of unprofessional behaviour (e.g., last-minute cancellation of tours, late arrival, not responding quickly on the Unibuddy platform, and failure to provide accurate information to guests)

Training:

Student Ambassadors who are hired will be expected to participate in a mandatory orientation session, regardless of whether they are new or returning Tour Guides (which are now renamed King’s Student Ambassadors). Ambassadors will also participate in a tour with the Head Tour Guide and/or returning Tour Guides. Ambassadors who successfully complete the training process will be able to lead their own tours. In addition to the training on campus tours, the training will focus on how to navigate through, and respond to inquiries on Unibuddy as well as any Live Chat Campaigns hosted by Enrolment Services.

Application and Selection Process:

To apply to the King’s Student Ambassador Position, please submit your name, student number and current program, along with your resume and cover letter to **info@kings.uwo.ca**. In the subject line of your email, please include “King’s Student Ambassador Application”. Please submit your application by **Friday, September 17th at 4:30 pm**. Late applications will **not be accepted**. Qualified applicants must be able to attend all mandatory dates and will be sent a notification email regarding tour dates.

Salary and Shifts:

The compensation is \$14.84/hr. This position is available to any King’s student. Any student may apply—it is not limited to those who are part of the Work Study Program or International Work Experience Program through Student Financial Services. Individual tours typically last for one hour and are based on the student’s availability as well as on a first come, first serve basis. Unibuddy messaging involves a 1-2 hour commitment/month.

Mandatory Dates:

Event	Date	Notes
Tour Guide Training	TBA	
Unibuddy Training	TBA	
Fall Open House	November 6, 2021	May be in-person or virtual
March Open House	March 12, 2022	May be in-person or virtual
May Open House	May 7, 2022	