

Housing Ambassador Job Description

Job Title: **Housing Ambassador**

Pay \$13.25/hr

Essential Duties

The Housing Ambassador acts as a representative of Portland State University's Housing & Residence Life. The individual in this position will provide clear and consistent factual information to students, families, and staff about University Housing and Residence Life amenities, services, and policies in order to promote the on-campus living experience. Primary responsibilities include phone outreach and housing tours. Other responsibilities may include promoting programs, representing Housing at events, and other marketing duties as assigned by the Housing Operations Coordinator or Marketing Team.

Duties include, but are not limited to:

- Phone outreach to prospective and current PSU students to promote on-campus housing
- Leading Housing tours
- Answering questions about the on-campus housing experience, procedures and policies while maintaining high levels of customer service
- Performing basic filing, data entry, word processing duties
- Communicating with prospective residents/families via email when necessary
- Using a computer program/database to track prospective residents and provide information
- Performing other related duties as assigned by the Housing Operations Coordinator

Expectations

- Possesses a prideful identity as a PSU Housing Resident and maintain that sense of integrity both personally and as a spokesperson for Housing and Residence Life
- Adheres to all departmental policies and stays current on procedural changes
- Creates an environment that acknowledges, encourages and celebrates differences
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement

Required Skills and Experience

- Excellent customer service and communication skills
- Strong attention to detail, organized
- Ability to work independently and in a fast-paced environment
- Basic computer skills including using Microsoft Word and Excel and Google Workspace
- Current registration as a student at Portland State University
- Strong verbal and written English skills
- Must successfully complete a background check
- Prior marketing experience (preferred)

Working Conditions

Working schedule is generally between 2 to 10 hours per week, with occasional weekend or evening hours as needed. Employees must be registered for classes and may not work during scheduled class times. This position requires that employees live in University Housing and not an off-campus apartment. Employees must also maintain good academic and financial standing with PSU. Primarily a remote position for the time-being with the expectation to return to the office when PSU returns to in-person operations.