Graduate Student Ambassador

Description:
As a Graduate Student Ambassador, your fundamental role will be to provide excellent customer service support to prospective and incoming graduate students who are exploring or entering graduate school at Portland State University. You will be the friendly, welcoming face of our unit. At the front desk, you will guide and direct walk-ins and email inquiries, connecting people to the right person or department on campus personally.

In this role, you will also provide admissions support, assisting students in the application process. As an ambassador, you will answer inquiries about programs throughout campus, and meet with students to answer questions that they may have. Through a variety of means, you will help students feel connected to the campus and provide an authentic perspective on being a graduate student at PSU.

This position will require 20 hours per week.

Responsibilities:

1. Develop relationships with prospective students via email, phone, or in person meetings (in office, or out for coffee). This may include informational event support (attending departmental info sessions, for example).
2. Help with the development of a grad-student orientation and engage newly admitted students with it quarterly
3. Serve as a liaison between the Graduate School and specific programs.
4. Respond to student, faculty and staff inquiries within 48 hours through through office reception, telephone, email, and correspondence; referring other inquiries to appropriate university sources.
5. Campus Tours: conduct campus tours, or meet with grad students after the UG tour
6. Office Hours: Ambassadors help staff the Graduate School front desk daily, assisting with reception, phones, mailings, and directing students as needed.
   a. Data entry and scanning, including maintenance of graduate student records and other office files.
   b. Filing, preparing files, word processing, photocopying, mail preparation and distribution, cross-campus errands and deliveries.
   c. Campus errands, preparing files, word processing, photocopying.
7. Attendance at monthly meetings and training events
8. Other duties as assigned.

Requirements/Skills:
• Currently admitted PSU graduate student
• Friendly and approachable, professional and eager to help
• Ability to work with diverse groups of people
• Enthusiasm for PSU’s graduate programs and genuine interest in guiding prospective students through the admissions process
• Ability to communicate well in a one-on-one and small group setting, with students, staff and faculty.
• Minimum one year of front-facing customer service experience, including telephone, email, and in-person customer service.
• Excellent oral and written communication skills in English.
• Ability to handle heavy student, faculty, staff, and public traffic both in person and on the telephone.
• Word processing and data entry skills on a PC are required.
• Understanding of confidentiality requirements and willing and able to observe them.
• Ability to work the entire academic year

Apply:

Send your cover letter and resume to Mary Breaden at bread@pdx.edu with “Graduate Student Ambassador” in the subject line. In your email, please specify the hours you would be available for the Winter 2020 term. Applicants are encouraged to apply by December 29.