

**Job Title: LARC Student Ambassador (Student Assistant Classification)****Department:** Learning and Academic Resource Center/Academic Programs**Position Description:**

The Student Ambassador is often the first contact point for students using LARC services, as well as faculty, visitors, and other SSU staff. As the 'face' of the department, the Student Ambassador should be welcoming, personable, helpful, and able to represent the LARC in a professional and friendly manner. In addition, it is essential that the person for this role is organized, able to multitask, work flexibly, and have a 'can do' approach to work, as no two days are the same. The Student Ambassador is also required to assist Admin staff with various administrative tasks.

**Reception**

- Greeting visitors in a friendly, courteous, and helpful manner, setting a positive and welcoming tone for the reception area.
- Notifying tutors and appropriate staff members of visitors and appointments.
- Being, or becoming, knowledgeable about the LARC programs and services. Provide accurate program information to students, staff, and visitors.
- Answering emails, phone calls, and voicemails in a friendly, courteous, timely, and helpful manner. Referring inquiries to the appropriate person, and make referrals to various campus services and departments, when appropriate.

**General Duties**

- Monitoring the daily tutoring schedule for LARC programs using the scheduling system, including letting tutors know when appointments have arrived.
- Assisting students with scheduling needs, to include making, editing, and canceling appointments. Checking students in (and out) of drop-in math services through the scheduling system, and directing students, as needed, to drop-in services held in locations outside the LARC.
- Monitoring student computer/printer use (make sure there is paper, assist students who need help with printing, etc.).
- Assisting in day-to-day office operations including but not limited to:
  - o Ensuring that supplies, such as paper and forms, are stocked replenished in appropriate office areas. Alert admin staff when supplies are low.
  - o Tidying up the reception area and the main LARC space on a daily basis. This includes some daily set-up/take-down tasks.
  - o Other tasks, as needed/assigned.
- Tracking and monitoring data for the LARC programs, using Google sheets and other

database programs. This may include:

- Tracking missed appointments and student outreach.
- Entering data from surveys, questionnaires, etc.
- Performing student outreach activities, such as handling daily appointment reminder calls.

### **Marketing/Leadership**

- Promoting LARC services through remote and in-person events, distribution of promotional materials, etc.
- Assisting with workshops, tabling, and special events on campus.

### **Educational & Qualifying Experience:**

#### **Student Ambassadors must...**

- Be currently enrolled at Sonoma State University in a minimum of 1-6 units.
- Have good communication and customer service skills.
- Be reliable, punctual, and consistent in attendance.
- Possess the ability to interact and work with diverse individuals in a respectful manner in order to create a welcoming environment for LARC students, staff, and the campus community.
- Have a willingness to learn new skills and tasks.

**Desired Knowledge, Skills, or Other Abilities:** Have basic knowledge of office operations. Be comfortable using computer programs such as Google Drive Applications (Doc, Sheets), and email applications. Possess a positive attitude and dress appropriately. Federal Work-study is possible for this position.

**Work Hours:** The LARC is open Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 4 p.m., though there may be some early evening hours as well. Student Ambassadors are asked to start opening shifts at 8:30 am, in order to be set for the day, and may stay up to 15 minutes after closing for end of day tasks. Student Ambassador hours will be set individually based on availability and based on the operational needs of the Center. Availability during regular business hours is needed. Typically, Student Ambassadors are hired to work 5-10 hours per week. Check-ins may be scheduled during the semester, and there will be required training (paid) at the beginning of the academic year.

**Rate of Pay:** \$17.00/hour

**Reports to:** Lorian Negri, LARC Director  
Gillian Estes, LARC Administrative Coordinator