



POSITION DESCRIPTION

FRONT DESK STUDENT AMBASSADOR

Posting Details

WORKING TITLE	Front Desk Student Ambassador
NUMBER OF OPENINGS	5
POSITION OPEN DATES	March 8 – 29, 2023
DESIRED START DATE	Summer start date available -- May 15. Fall start date -- preferably Aug. 14 but may begin Aug. 21.
LOCATION	This position requires work to be conducted at the Career Center.
HOURLY PAY	Starting at \$ 14.50, will increase to \$15.50 July 1
HOURS PER WEEK	8-15 Monday - Friday from 8 a.m. – 5 p.m. Option for some hours on evenings and weekends.
SUMMER EMPLOYMENT	Preferred but not required.
EDUCATIONAL REQUIREMENT	Must be a currently enrolled student at CSU.

- MINIMUM QUALIFICATIONS**
- Willingness to fully support the Career Center’s mission and philosophy.
 - Excellent guest service skills.
 - Strong organizational and project management skills.
 - Ability to work autonomously and as a team member.
 - Must be dependable, motivated, and have strong verbal and interpersonal skills.
 - Willingness to maintain a flexible schedule to accommodate office staffing needs.
 - Must have basic computer skills, including working knowledge of Microsoft Office Suite.
 - A demonstrated commitment to social justice, diversity and inclusion.

Essential Job Duties

POSITION SUMMARY	Being “the face of the Career Center”, Student Ambassadors represent the office's mission through exceptional guest experiences both in and out of the Career Center.
CAREER DEVELOPMENT	<ul style="list-style-type: none"> • All components of this position lead to development of skills and abilities to prepare for your career
CREATIVITY	<ul style="list-style-type: none"> • There is an option to include in your front desk role: recruiting for and staffing events and actively promoting the Career Center through multiple channels, including outreach fairs, Plaza promotion, email, social media and delivering presentations throughout the CSU campus community to educate on how students and alums can engage with our office and utilize our services.
CRITICAL THINKING & PROBLEM SOLVING	<ul style="list-style-type: none"> • This is a robust position that requires individuals to utilize available resources to accurately answer questions from our guests and members of the campus community.
DIGITAL PROFICIENCY	<ul style="list-style-type: none"> • Basic computer skills necessary, including working knowledge of Microsoft Office Suite, learning software specific to the Career Center
INCLUSIVE TEAMWORK	<ul style="list-style-type: none"> • Shape the experience of each guest by building peer-to-peer relationships, staffing the front desk, and assisting with daily operations.
LEADERSHIP	<ul style="list-style-type: none"> • Be dependable, motivated, flexible with strong verbal and interpersonal skills.
PERSONAL ACCOUNTABILITY	<ul style="list-style-type: none"> • Be skilled at working autonomously and as a team member.
VERBAL & WRITTEN COMMUNICATION	<ul style="list-style-type: none"> • Guest service includes talking with customers in-person at the front desk and on the telephone, communicating through the website’s chat function, scheduling appointments, and supporting Career Center staff.