

## Student Ambassador Position Description

### *General Description*

Student Ambassadors assist all new Folsom Lake College students, with the navigation of and connection with student services and resources. Services provided by Student Ambassadors will include assisting with group academic planning sessions, in-person orientation sessions, registration, peer coaching, and campus visits. **Student Ambassadors will be scheduled to work at all three of our college sites: main campus, Rancho Cordova Center, and the El Dorado Center.**

In addition, Student Ambassadors assist new, first year students by serving as a resource to the Folsom Lake College campuses. Ambassadors meet with students, both in groups and individually, to address questions and/or concerns that may arise as students navigate their first year of college. Ambassadors provide essential and valued support and work in conjunction with Folsom Lake College faculty, staff, and administrators with student success in mind. An ambassador assumes the role for the full academic year, beginning in July with mandatory training, Summer Bridge in August, and continuing through the Fall 2018 and Spring 2019 semesters.

### *Duties and Responsibilities*

#### *Tours, Orientations, Academic Planning Sessions, and Workshops*

- Greet and provide information to prospective, new, and continuing students
- Promote the various student services we have available at FLC main and the Centers
- Assist students with the use of online registration tools such as eServices, class schedules, and the college catalog
- Facilitate campus visits of individuals and groups
- Support continuing students through their academic experience at FLC

#### *Summer Bridge and First Year Experience Programs*

- Provide program support for the “Steps to Success” alongside other department faculty and staff
- Lead classroom discussions and activities in collaboration with faculty.
- Assist in the coordination of guest speakers from on-campus student services departments.
- Conduct workshops/presentations as requested by faculty and students.
- Plan and lead team building activities.
- Motivate and encourage assigned students to attend on-campus activities and workshops.

#### *Student Caseload*

- Maintain regular and appropriate contact with assigned students.
- Meet with each of your assigned students by specific dates as determined by Coordinator.
- Encourage positive academic behaviors and serve as a positive role model for assigned students.
- Identify student needs and provide assistance using appropriate resources and referrals.

#### *Responsibilities to Your Team, Coordinator, and Supervisor*

- Attend scheduled team meetings.
- Attend specified mandatory ambassador training sessions (listed below).
- Complete evaluation meetings with Student Success Programs Coordinator.

### *Workspace and Office*

- Other duties as assigned which include, but are not limited to filing, data entry, data collection, photocopying, typing correspondences, processing mail, creating packets, and maintaining cleanliness of program spaces

### *Financial Incentive*

Student Ambassadors are paid \$11.00 per hour for their participation in trainings, office hours, and other scheduled activities. The average Student Ambassador will be scheduled approximately 15-20 hours per week depending on the student's availability and the program's needs. Additional campus community volunteer service hours in support of broader campus events are required in addition to regularly scheduled duties (see "Scheduling" section).

### *Qualifications*

Students who are successful candidates and Student Ambassadors **MUST**:

- Be currently enrolled at Folsom Lake College
- Have completed a minimum of 15 units at Folsom Lake College prior to employment
- Possess a minimum GPA of 3.0 at the beginning of each semester employed
- Be able to work with a diverse population of students who have varied needs for assistance
- Possess good interpersonal communication skills
- Have an outgoing, positive attitude, with a willingness to play a key role in student support.
- Demonstrate initiative, dependability, and reliability
- Be able to work independently and as part of a team
- Have a knowledge of the campus and its various resources
- Exhibit a proficiency in working with computers
- Be able to exercise discretion when working with confidential information
- Demonstrate the ability to follow through and complete tasks as assigned
- Ability to plan and facilitate discussions and presentations related to topics on academic and student success
- Ability to demonstrate understanding and empathy when dealing with complex and sensitive issues
- Have a genuine interest in supporting new college students

### *Expectations*

- Participate in all Student Ambassador training workshops
- Review and become familiar with the training materials
- Show up for all scheduled activities/shifts on-time and prepared
- Notify the Student Life Supervisor, or designee, of any unexpected absences at least one hour in advance
- The Student Life offices and any other Student Services areas are not to be used as a meeting place for friends while serving in the capacity as Student Ambassador
- Homework is not permitted during scheduled assignments
- Activities/shifts are to be worked in its entirety unless other arrangements have been made with the Student Life Supervisor or Student Success Program Coordinator.

### *Scheduling*

#### Flexible

Additional activities/shifts such as support for academic planning sessions, orientations, campus tours, and other registration support will be assigned around class schedules as they are identified and approved by the Office of Student Life.

## Required

All Ambassadors must be available to work the following:

- Ambassador training
  - July 23 – July 26
  - 9am-2pm each day
- First Year Experience Welcome Day
  - Tuesday, August 21
  - Mentor work schedule: 8:30-3:30pm
- **Must be available to work Tuesdays and Thursdays 9am-10:20am (in Fall semester)**
- **Must be available to work Tuesdays and Thursdays 9am-10:20am (in Spring Semester)**
- **Each Ambassador will also be required to volunteer a minimum of five campus community service hours per semester in support of at least one campus wide event.**

## *Program Benefits*

There are many benefits to becoming a Student Ambassador at Folsom Lake College.

- **Leadership experience**
- **Professional and personal skills development**
- **Networking and collaborative opportunities**
- **Scholarship opportunities**
- **Graduation recognition**

## *Application Materials*

- Completed Student Ambassador application
- Typed resume
- 1 letter of recommendation from a Folsom Lake College faculty or staff person

If you have questions about the program please contact the Student Success Programs Coordinator at 916-608-6722 or email [FLC-SSSP@flc.losrios.edu](mailto:FLC-SSSP@flc.losrios.edu).