

Position Title: Office Support Ambassador

Organization: Indiana University Indianapolis

Department/Office: Office of Student Employment

Hourly Wage: \$10.15

Number of openings: 3

Average Hours/Week: up to 12 hours per week

Reports to: Employer Relations Consultant whose concentrations are in community employer engagement and student support/development services. Students may also report to the Office Operations Intern.

General Purpose: The office support ambassador position is an opportunity for a current IUI student to represent the Office of Student Employment and promote the services, programs, and events hosted by the office. The office support ambassador will primarily provide front desk and administrative support. The ambassador will also provide basic guidance for various aspects of students' part-time job search and application process. Overall, the ambassador brings the student perspective to the department and supports outreach to the IUI student population and campus community as needed. Successful candidates may have the opportunity to move into different roles throughout the office.

Essential Duties and Responsibilities: Broken down by hours/week

- 7-10 hours - monitoring the lobby and front desk while maintaining the student employment email, managing content specific to student-based resources, answering phone calls, and conducting general administrative support duties and projects. Assisting students with job board tutorials and responding to frequently asked questions regarding our office, services, and events.
- 1-2 hours - support career event work groups/committees to complete projects and tasks related to:
 - Job fairs
 - Annual events
 - Orientation resource fairs
 - Workshop series
 - Other ongoing departmental events as needed
- 1-2 hours - Cross-collaborate with student employment staff and ambassadors to satisfy position requirements when necessary, and participate in weekly staff meetings and work groups.
- 1-2 hours – Other duties and special projects as assigned

Desired Minimum Qualifications:

Availability:

- Requires weekly availability from 8:00 AM-5:00 PM in 2 hour time blocks

Education and Experience:

- Enrollment as a student at IU Indianapolis

- Freshman or Sophomore by academic standing preferred
- Candidates with experience in a customer service-related setting are encouraged to apply.

This position is limited to candidates with a Federal Work-Study Program award. To verify you have a work-study award, please go to your One.IU.edu account (look under Student Center and Financial Aid Summary). If you have an award, it will be listed with the rest of your financial aid (e.g., loans, grants, scholarships).

Knowledge, Skills, and Abilities:

- Demonstrated skill in communicating individually and in small group formats
- Working knowledge of Microsoft Office Word, Excel, and PowerPoint
- Comfortable answering the phone and returning phone calls when necessary
- Ability to work effectively with diverse populations
- Ability to professionally communicate student perspectives to staff and administrators
- Ability to learn new technology in support of events, marketing tactics, and office support
- Ability to positively represent IUPUI and the Office of Student Employment

In accordance with the IUI Profiles of Learning for Undergraduate Success, experience in this position will help students become acquainted with the following profiles:

- **Communicator** – The ability to listen, write, and speak effectively. The ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.
- **Innovator** – The ability to design, plan, organize, and implement projects and tasks within a specific timeframe.
- **Problem Solver** – The ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments. The ability to find/create solutions to problems using creativity, reasoning, past experiences, and available information and resources.
- **Community contributor** – The ability to demonstrate a sensitivity and awareness to other people and cultures. The ability to relate to co-workers, and inspire others to participate. The ability to maintain a productive climate and confidently motivate, mobilize, or coach other employees/students.