

Student Ambassador Application Job Description 2021-2022

Applications must be completed online at:

<https://forms.gle/92xeqJyzCqoQNEfw6>

Questions?

Phone: (510) 981-2858

bccambassadors@peralta.edu

Application Timeline

Student Ambassador Job Description

A. Position Description

The Berkeley City College (BCC) Student Ambassador Program is structured with the understanding that students are best equipped to assist other students with navigating online school and utilizing its services to the maximal extent. Students with backgrounds similar to those who need help can most expeditiously achieve the objectives set forth in the program to help new and continuing students succeed in a college setting.

The BCC Student Ambassador program is designed to train students to be leaders in their community and to be of service to their student body. The primary tasks are to help the other students get acclimated to online school and to be aware of the services available to them at BCC and District-wide to help them achieve their educational goals.

The Ambassador may be called to help students with such matters as applying for college, selecting classes, managing their passport accounts, assisting with utilizing all colleges resources and services, assisting with outreach on a variety of levels and to support programs/events being put on by the Campus Life Office.

B. Qualifications

1. The SA must be enrolled in a minimum of 6 units per semester at Berkeley City College.
2. The SA must maintain a 3.0 Cumulative and Semester GPA
3. The SA must remain in good academic and judicial standing with the District
4. The SA must be eligible to commit to at least one academic year after their start date
5. The SA must have the ability to communicate effectively with staff and students of various ethnic groups, backgrounds, and perspectives
6. The SA must exhibit good written and verbal skills
7. The SA must have good interpersonal skills
8. The SA must have the ability to show up on time frequently for the majority of their shifts
9. The SA must be available/willing to work some morning (8 am) shifts, evening (until 5 pm) and weekend shifts (Graduation, typically occurring the last week of May)
10. The SA must be able to attend weekly staff meeting on Wednesdays from 12:30 pm – 1:30 pm
11. The SA must have completed at least one semester at Berkeley City College (BCC) – preference given to those with one year already completed
12. Employment performance reviews are conducted twice per academic year, it is expected that the SA receive satisfactory results on all performance reviews to maintain the position

C. Duties and Responsibilities

C.1 General:

- Manage and answer all student queries on the LiveChat, email, and voicemail inbox.
- Communicate with the BCC security, faculty and staff to ensure the quality direction of services to students and promotion of events, services offered, important deadlines etc. ____
- • Use Peralta e-mail for all job-related e-mail – you may choose to forward your e-mail to another service, however, all Student Ambassador related information will come to your Peralta e-mail and you should communicate work-related business from there as well. ____

C.2 Communication:

- Communicate with supervisor and Leads about work availability (in advance) throughout the semester and during major holidays and finals exams week. ____
- Work closely with Leads to ensure all work shifts are covered. This includes properly following procedures for shift changes and call-offs. Excessive or improper call-offs can result in termination of the position. If available staff members are encouraged to help their teammates by covering shifts when needed. Unless it is an emergency, shift coverage should be scheduled a day in advance of the missed shift. Note: “Studying for a final” does not count as an emergency, as it is the responsibility of the Ambassador to balance their work and school schedules in advance ____
- Ask other Ambassadors for help/information if you are unsure of procedures or information. • Stay up to date on policies and procedures regarding all pertinent topics/departments (e.g. Admissions & Records form procedures, enrollment periods, assessment schedules, etc.) It is your responsibility to stay in contact with the appropriate sources of information to ensure you are updated.

C.3 Conduct:

- Monitor other commitments to student organizations, sports, volunteer work, etc., to see that they do not interfere with academics and the Student Ambassador responsibilities. Student Ambassadors must maintain a GPA of 3.0. ____
- Maintain a professional environment conducive to the workplace and good customer service. ____
- Respond to all student inquiries/concerns with respect and direct them to the proper resources. ____
- Properly respond to emergency situations when necessary, work closely with professional staff, Security and other emergency services. ____
- Document and report any activity that could be construed as misuses of our services/facilities to the Security and or Dean of Enrollment as applicable. Anything that may need follow up should be communicated to the Dean of Enrollment: irate/rude or dissatisfied students, missed shifts, facility/supply issues etc. ____
- Appropriately manage sensitive information while maintaining necessary confidentiality. Student Ambassadors are not allowed to handle Social Security numbers. ____
- Login to tawk.to on a timely manner for every shift. ____

- Work to be familiar with students' faces and names in the community (as best as possible). ____
- Maintain respectful and professional relationships with staff, students, and guests. ____
- Provide excellent customer service to all students, staff & guests. ____
- Maintain a positive and welcoming attitude as you are an employee and representative of Berkeley City College. ____
- Act in an honest, conscientious, and professional manner, showing respect for persons of all cultures, races, genders, classes, spiritual identities, sexual orientations, interests, and abilities. Refrain from becoming involved in activities or encouraging norms which are in direct opposition to this principle. ____
- Serve as a role model by abiding by all policies as listed in the Berkeley City College Student Code of Conduct. Maintain a level of conduct consistent with that expected of a University employee. ____
- Maintain a healthy balance between the position, academic load, and personal life. ____

C.4 LiveChat:

- Monitor the LiveChat and respond to all student queries on a timely basis and to your best abilities. ____
- Consistently and accurately manage all LiveChat operations including, but not limited to assistance with Canvas, Campus Solution, and enrollment. ____

C.5 Meetings:

- Regular weekly meetings will be held every Wednesday from 12:30 pm to 1:30 pm, meeting attendance is expected of all Ambassadors, please plan your schedule accordingly.
- Review agenda before meetings in order to come prepared to discuss listed topics. It is your responsibility to communicate with leads ahead of time to get topics placed on the agenda.
- Additional one:one meetings with the supervisors will be scheduled (will occur once per semester or as needed on a case by case basis to communicate about the quality of work and/or academic performance) ____

D Terms of Employment

2. All candidates that have been offered and have accepted the position MUST read through the Terms of Employment and the Basic Functions and Responsibilities of the position and initial each item. Initials signify a clear understanding of these expectations. Additionally, each staff member must sign and date the overall job description as an understanding that they have read through and agree to all terms. Again, only candidates that have been HIRED should initial and sign this document. The due date will be conveyed in the offer letter.
3. You must attend one 2-hour training. (See the above timeline for dates and times).
4. You must complete **1-hour of shadowing** before your official start date ie. You will be on the LiveChat with current staff for 1-hour to gain experience with certain tasks – this will typically occur between May and August

Frequently Asked Questions

Q. Is the position paid?

A. Yes, the current wage is \$16.07/hr and limited up to 20hrs/week.

Q. Will I be able to build my work schedule around my class schedule?

A. Yes, this position is intended to be an extension of your learning experience here at BCC and is not meant to be a hindrance on your academic performance.

Q. Is there any way I can learn more about this job to see if it's the right fit for me?

A. Of course! You can always email bccambassadors@peralta.edu or talk to a current Ambassador on the [LiveChat](#) (open 8:30-5:00 Monday-Friday) or call (510) 981-5082

Q. It looks like there's a lot of stuff to learn, will there be any training before I start working?

A. Yes, newly hired Ambassadors will attend online training and have several shadowing opportunities where they will get to work with and learn from current Ambassadors. No prior knowledge is necessary.