



**Student Ambassador
Part-Time**

Job Order 601785
November 30, 2017

Department: Student Involvement
Salary Grade: PA
Position #: 07000588

Reports To: Supervisor, Student Involvement

LOCATION: Green Bay Campus
HOURS: Various day and evening hours throughout the school year
SALARY: \$10.00/hour

Location: Northeast Wisconsin Technical College, Human Resources, 2740 West Mason Street, Green Bay, WI 54307-9042. All postings are considered current and available until removed from the website.

Northeast Wisconsin Technical College is committed to promoting a learning environment where employees and students of differing perspectives and cultural backgrounds pursue career and academic goals embraced in an environment of respect and shared inquiry.

The College is seeking to attract ethnically diverse instructors and staff who can inspire our increasingly diverse student population.

POSITION SUMMARY

Student Ambassadors are vital members of the Student Involvement team. Student Ambassadors support the office by providing exceptional customer service at the Student Involvement front desk. Primary responsibilities include assisting customers with their needs as they enter the office (i.e. processing payments, creating ID badges, etc.). Secondary responsibilities include assisting with co-curricular events, offering administrative office support, and working various college-wide events such as Welcome Week Orientation. Between regularly scheduled office hours and additional event support, Student Ambassadors work on average 10 hours per week.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the functions identified in the job description.

Essential Functions Statement(s)

- Provides exceptional customer service in a fast-paced, dynamic work environment.
- Provides event support for various Student Involvement and college-wide events.
- Assists with various administrative office tasks such as stuffing folders, collating labels, alphabetizing student lists.
- Provides support at all Welcome Week Orientation sessions which are held three times per year.

POSITION QUALIFICATIONS

Competency Statements (s)

- Values - Demonstrate behaviors and action that support the College's values - Customer Focus, Everyone Has Worth, Passion and Inspiration, Collaboration, Emotional Intelligence, Results and Accountability, Valuing Talent and Well Being, and Ethics.

- Student Success – Demonstrate behaviors and actions that support student recruitment, retention, and student success initiatives.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Customer Oriented - Ability to take care of the customers’ needs while following company procedures.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Reliability - The trait of being dependable and trustworthy.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.

SKILLS & ABILITIES

Education: Minimum of 6 credits post-secondary; must have at least two semesters before graduation at time of hire.

Experience: 1 year of customer service experience.

***An equivalent combination of education and work experience may be considered*

Other Requirements:

Minimum GPA of 2.5 required.

Computer Skills:

Working knowledge of Microsoft Office software.

PHYSICAL DEMANDS

N – Not Applicable

O – Occasionally – up to 33 percent of the time or 0 to 2.5 hours per day

F – Frequently – 33 to 66 percent of the time or 2.5 – 5.5 hours per day

C – Constantly – more than 66 percent of the time or more than 5.5 hours per day

Physical Demands

		Lift/Carry	
Stand	F (Frequently)	10 lbs or less	O (Occasionally)
Walk	F (Frequently)	11-20 lbs	O (Occasionally)
Sit	O (Occasionally)	21-50 lbs	O (Occasionally)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	Push/Pull	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	O (Occasionally)
Squat or Kneel	O (Occasionally)	26-40 lbs	O (Occasionally)
Bend	O (Occasionally)	41-100 lbs	O (Occasionally)

The College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.

NWTC does not discriminate on the basis of age, race, color, disability, sex, gender, sexual orientation, gender identity, national origin or other protected classes.