Student Ambassador Program in the Brown School Office of Admissions & Recruitment

ROLE OVERVIEW
Student Ambassadors are knowledgeable, enthusiastic representatives of the Brown School and provide essential support in the Office of Admissions & Recruitment. Student Ambassadors bring the student experience to life for prospective students, and they make significant impact on the recruitment experience for future Brown School cohorts. While representing the spirit and mission of the Brown School, Student Ambassadors offer support in a range of initiatives and projects. In-person availability is required for this position.

PRIMARY DUTIES AND RESPONSIBILITIES

Prospective Student Engagement:
Ambassadors regularly communicate with prospective students via phone calls, emails and Zoom meetings, fielding a range of questions with accuracy and professionalism. Ambassadors may share their experiences on blogs or social media takeovers, provide support in social media student groups, lead calling campaigns to prospective students, hold virtual drop-in sessions, etc. They serve as liaisons to the Brown community by connecting prospective students with faculty, staff and current students.

Campus Visit Support:
The Office of Admissions coordinates ~200 personalized visits a year. Student Ambassadors play a vital role in welcoming visitors and their guests. During visits, ambassadors have one-on-one or small group conversations, communicate specific information about the School’s academic programs, share their individual experiences, and provide follow-up contact as needed. We are currently offering virtual campus visits and limited in-person visits.

Outreach at Recruitment Events:
Ambassadors join full-time staff at monthly virtual information sessions to share the student experience with attendees. They may also represent the School at select recruitment events. Ambassadors offer support in preparation and execution in events, including large scale events such as Admitted Students Week.

Database Support & Data Analysis:
All ambassadors will become proficient in the admissions database. Ambassadors will help maintain data, and may be asked to run reports and analysis of various admissions trends.

Administrative Support:
Administrative support provided by ambassadors allows the Office of Admissions to recruit seamlessly, strategically and with innovation. In previous years, ambassadors have completed special research projects about peer institutions, conducted analysis on effectiveness of student visits and recruitment events, and created social media content. Additional administrative support regularly includes mass mailings, data entry, event and visit preparation, inventory upkeep, and other duties as assigned.

TIME COMMITMENTS & WORKING HOURS
The Office of Admissions & Recruitment is open from 9:00 am – 5:00 pm, Central Standard Time, Monday through Friday. Most ambassadors work between 6-12 hours weekly. Shifts remain consistent every week in the fall semester; a new schedule is written in the spring semester. Consistent, reliable attendance is expected from ambassadors. This is an in-person position with occasional opportunities for remote work.

In addition to weekly shifts, ambassadors are also required to attend:

- September: Fall Ambassador Orientation (date TBD)
- October: Team Meeting & Training
- November: Team Meeting & Training
- December: Team Meeting & Training
- Ambassador Training, Spring (date TBD)
- February: Team Meeting & Training
- March: Team Meeting & Training
- Admitted Students Week (Virtual and in-person sessions, tentatively March 27th – April 1st, 2022)
- April: Team Meeting & Training

SKILLS & QUALIFICATIONS

All ambassadors must exhibit:

- Dedication to creating a welcome, inclusive environment for prospective students
- Commitment to providing an excellent experience to all who contact or visit the Office of Admissions & Recruitment
- Ability to learn detailed information about programs, curriculum options, admission criteria, student support resources and office systems; ability to share this knowledge with others
- Ability to work with accuracy and attention to detail
- Ability to remain professional and flexible in a fast-paced office environment
- Ability to work in and through ambiguity
- Demonstrates reliability and initiative
- Firm understanding of the importance of confidentiality, student privacy and FERPA
- Ability to seek and incorporate coaching

Additional preferred qualifications include:

- Previous experience in an office setting, admissions and recruitment or other higher education role
- Willingness to share your ideas about new ways to recruit and virtually engage
- Federal Work-Study eligible

TO APPLY

Please apply for the Brown School Student Ambassador position via Handshake. You will be asked to submit a CV, an application form (see following page), and a brief written response.

Questions? Reach out to brownadmissions@wustl.edu