

BASIC INFORMATION

Employer: WWU Foundation
Contact Person: Ambassador Scheduling
Manager, Landan Campbell
Email: campb42@wwu.edu

Address: Old Main 430, 516 High Street,
Bellingham WA 98225
Email: Student.Ambassadors@wwu.edu
Category: Event Support + Donor Relations
Starting Pay Rate:

Job Title: Student Ambassador

Ambassador Program Overview:

The WWU Student Ambassadors are a diverse group of 20-25 student leaders who serve as representatives of the student body at events and donor meetings hosted by the President and the WWU Foundation; we also play an important part in curating the donor experience at Western through targeted communications, acknowledgement and creative impact storytelling. We exist to help build and reinforce the relationships between Western and its most dedicated constituents. Learn more about what the Ambassador program does and can do for you [here](#).

The Student Ambassador Program is an integral part of both the Donor Relations teams in the Foundation. As a Student Ambassador, we provide support for Foundation, Alumni and Presidential Special Events and enhance the guest experience. Our team strives to truly represent the breadth and depth of Western students across colleges, departments, disciplines, skill sets and backgrounds. If you are motivated, passionate, authentic, and interested in honing your communications skills, we want you to apply for a position on the Student Ambassador Team!

About University Advancement (UA): UA develops relations to secure and steward financial resources, which advance Western. UA consists of the WWU Foundation and the Alumni Association. The Foundation solicits gifts from alumni, parents, friends, and businesses. These gifts support AS Clubs, athletics, departmental programs, faculty and students through scholarships and programmatic support. Solicitations are made face-to-face, via student Phonathon calls, and through direct mail.

Duties include, but are not exclusive to the following

- Enhance the experience and connection with Western donors and constituents:
 - Creating donor impact video messages
 - Making Donor Acknowledgement phone calls
 - Connecting with fellow students to share messages of larger donor impact
 - Curating ambassador impact content via social media, WE Connect, Vimeo, and Youtube
 - Share your personal Western Story through multichannel content.
- Provide event support: (schedule based on event calendar. Varies, with bulk of shifts weekday afternoons, evenings, occasional weekend shifts)
 - Initiating and engaging in meaningful conversations with administration, faculty, staff, students, friends, and supporters of Western Set-up, strike, and transport event supplies (coat racks, flowers, check in, etc.)

- Greet and provide check in materials for guests
- Manage activities such as coat check or group photos
- Transition between roles quickly
- Participate in Ambassador Volunteer Activities
- Learn about the role of philanthropy at Western
- Actively participate in 2-3 quarterly trainings (held weekday early evenings)

Required Qualifications:

- Must participate in training Tuesday 9/15/20 9:30am-3:00pm (before Fall Quarter begins)
- Must work at least 2 projects/events per quarter; highly variable weekly hours (ranging from 0-8 hours)
- Must be a Western student and in good academic standing (minimum GPA of 2.50)
- Must be able to commit to a minimum full academic year of employment
- Must maintain open communication, check and respond to official canvas postings, email and/or phone according to deadlines
- Must abide by WWU Student Employee Policies. See <http://www.finaid.wvu.edu/studentjobs/employers/resources/index.php> for more information.
- If employed in more than one student position at WWU, total number of hours worked per week may not exceed 19 hours per week
- Must have reliable transportation (car, bus, bike, walk) to campus

Preferred Qualifications:

- Customer service oriented
- Ability to work both independently and collaboratively as a team, and be flexible with the wide variety of responsibilities unique to this program
- Interest in connecting with others
- Strong and proactive work ethic and dedication to fulfillment of all position responsibilities by communicating regularly, signing up for shifts, and completing tasks
- High attention to detail
- Have a growth mindset, act with authenticity and integrity

To Apply:

- Fill out application completely including required materials
- All applicants will be notified of their status throughout the interview process with the final offers being made no later than Wednesday 5/1/21.

Submit online application, available [here](#)
Applications are due by Wed, 3/25/21 5:00pm

Hours:

- Start Date: 9/22/21
 - Possible Summer 2021 event shifts available if interested
- 0-8 Hours weekly; Shift schedule released quarterly, sign up around your own class schedule

FAQ

- **So, what are you looking for from applicants?**

There is not one perfect Ambassador. The program values diversity and difference within the team. We are looking for applicants who are reliable, open to personal development and overall passionate about Western. Here are some more traits we may look for: engaged, enthusiastic, compassionate, authentic, organized, work well with others, friendly, active listener, and emotionally competent. We look for people with a willingness to learn and the ability to adapt and problem solve. But most importantly we look for students who are ready to take on and produce professional level work in their interactions with donors, team members, collaborators and the projects/events they participate in.

- **Do I need to be really outgoing or accomplished?**

The Student Ambassador program values differences and believes they are important for building a strong team. Not all Ambassadors need to be extroverted, as long as they are willing to engage with guests in a friendly manner. In addition, you don't need to have a list of accomplishments or incredible stories to tell. We're looking for people who care about Western and can share their experiences with those who invest in WWU.

- **How can I become a Student Ambassador?**

Apply! Once the application is available, you submit a hard copy package to the Foundation Office by the designated deadline. Selected students from the applicant pool will participate in a group interview, followed by a personal interview. For application help, the Career Services Center is a great resource.

- **What kind of hours do Ambassadors work?**

Hours vary week to week depending on the season, the number of shifts an Ambassador signs up for, events occurring on campus, etc., but typically students work 2-5 shifts a quarter that range from 2-7 hours each. Students who want more hours typically get them, and those who want fewer are able to keep their schedule a little lighter. While academic success is a student's top priority, we expect a high level of commitment to all Ambassador shifts and trainings and to arrange all non-class activities accordingly.

Ambassadors are some of the busiest students on campus! We have varsity athletes, tutors, club presidents, and other busy bees in our program. Luckily, because of how flexible the position is (you sign up for your own shifts at the beginning of the quarter depending on your availability), this job can fit into busy schedules. It's alright to have another on-campus job, as long as Ambassadors make sure that they are following the 19-hour maximum work requirement for university employment.

- **In a nutshell, what do Student Ambassadors do?**

The core purpose of the program is to strengthen relationships and enhance the experiences for Westerns supporters, largely through engagement at Special Events hosted by the Foundation or President or project based gratitude. Ambassadors may also have other opportunities, such as giving tours to donors who visit campus or speaking at events. All events require different tasks, but a typical event might involve Ambassadors helping with set-up, running check-in, welcoming guests, and taking coats. After guests are mostly accounted for, Ambassadors will often get ample time to engage in conversations with guests, whether informally or sitting for a meal. When the event is winding down, Ambassadors will say goodbye to guests and help with tear-down.

Ambassadors receive extensive training in order to be successful in each of their roles. There is a new employee orientation May 20th, an all team training September 22nd and two to three trainings each quarter. A lot of hands-on learning is done on-site at events.

- **What other opportunities are there for jobs in the Foundation with the Ambassador team?**

After students have been an Ambassador for at least one full quarter, Ambassadors are able to apply for additional positions, such as becoming one of several student managers in the Foundation Office or a Lead Ambassador. All Ambassadors have the responsibility to serve as mentors and assist with the training of new teammates.

- **What exactly does “Set up, strike, and transport supplies” mean?**

We collaborate with other departments or vendors for the majority of event set up, take down and moving heavy equipment. However, for example, Ambassadors are responsible for pushing carts, setting up tables, lifting signs, and helping arrange room set-ups. It is important you wear clothing and shoes that allows this kind of movement and personal safety protection.

- **What are some of the intangible benefits of working here?**

- Welcome VIP guests to campus
- Interact with the president and other university administrators
- Network with influential alumni, business and community leaders and dignitaries
- Specialized opportunities, like speaking at events, professional recommendations
- Learn more about the fundraising and stewardship functions of the university
- Specialized training to enhance your professional skills
- The satisfaction of serving your future alma mater!

- **What’s the hourly pay?**

Ambassadors start out receiving minimum wage, but receive pay increases each year they stay on with the program. There are also opportunities for promotion to becoming a Lead Ambassador, which comes with a pay increase. As this job has infrequent shifts, this is not a job that will pay the rent. However, the professional and personal development it offers is invaluable. Not only does this look wonderful on a resume, but you will develop professional skills such as leadership, networking, organization and communication.

- **I get paid to network and eat good food... What is the catch?**

It is true that at many events, Ambassadors get to spend a lot of time networking and eating delicious meals. However, there is no catch! The program was created to give Western donors and friends of the university the chance to interact with those their gifts were impacting most—students! The program is extremely important in building relationships with donors, as they love meeting students who are passionate about Western and can share their experiences.

- **Whom do I work for?**

The Director of Donor Relations manages the program. There is additional support and direction from the Senior Director and the Director of Special Events. There are also 4-6 peer ‘Leads’ on the team as a valuable pool of leadership, direction and coaching. Experienced teammates also serve as mentors and support. This support team is readily available in person at events, by email and/or doors are always open.

- **What kinds of events do Ambassadors work?**

Ambassadors work a variety of events, including scholarship events, the President’s summer BBQs, VIP and Board of Trustee dinners at the President’s house, holiday parties, Alumni Events, and space dedications.

- **Do Ambassadors give campus tours?**

No, campus tours are organized by the STAR program through Admissions. However, the Ambassadors sometimes provide tours for private donors and alumni who visit campus. It is important Ambassadors know campus well.

- **What's the dress code? Do I need a whole new wardrobe?**

Dress code varies per event. Most common types are “professional” (think of what you would wear to a job interview) or “Viking”. Do I need a completely new wardrobe? Absolutely not! While Ambassadors are expected to wear professional attire often, we emphasize that Ambassadors should not feel the need to go out and spend a lot of money on new clothes. Professional clothes can be re-worn to multiple events, so it is not necessary to have an entire closet full of professional clothing. All interested applicants should apply, even if they are unsure if they can obtain professional clothing, as the program is happy to work with you to make that a possibility. The focus is on you and your passion for Western, not what clothes are in your wardrobe.

- **Is this a work-study position?**

No, this is a non-work study position.

- **Do I have to reapply every year?**

No, you do not need to reapply each year for the program. Your performance and alignment in the program is reviewed annually.

- **How long will I be an Ambassador?**

We ask that you commit to a minimum of one academic year in this position. A lot of the training and benefit from being in this program comes from time invested into the position. While it's not required to be an Ambassador your entire academic career we do find that students stay with us year after year until they graduate because they feel empowered and a shared purpose in the Foundation's mission. We are building a stronger connection to Ambassador Alum for mentorship and continued networking possibilities. We see this program impacting you long after you graduate.

- **How big is the team?**

Our team currently has 23 Ambassadors. We expect to hire about 7-8 new Ambassadors to fill spots for our soon to be graduates.

- **How can I stay updated?**

- Like/follow “WWU Student Ambassadors” on Facebook and Instagram to receive updates
- Contact us by phone, email or stop by the office!