

College of Liberal Arts
Student Ambassador Team
'CLA Ambassador'

Position Description Last Updated: 6/4/19

Working Title: CLA Ambassador

Supervisor Name: Erika Pepmeyer

Supervisor Working Title: Recruitment Coordinator, College of Liberal Arts

Description of Work Unit

CLA Student Ambassador Program is an extension of the College of Liberal Arts Dean's Office, both supervised and led by the college's full-time Recruitment Coordinator with leadership support from three Student Coordinators who each receive a \$3,000 scholarship for a one-year commitment. The Recruitment Coordinator, with support from CLA Ambassadors, is responsible for coordinating and organizing undergraduate recruitment and outreach efforts for the college and a growing number of its academic departments.

The CLA Student Ambassador Team welcomes a diversity of applications as it seeks to attract and retain a diverse team representative of the college through a variety of majors, concentrations, minors, hometowns, social identities, backgrounds, interests and involvements.

Position Summary

CLA Student Ambassadors are current undergraduate students serving in volunteer roles. Members are selected through a competitive application and interview process. Ambassadors participate in and support the college's strategic recruitment and engagement initiatives especially those aimed at providing personalized and meaningful visit experiences for prospective students and families; recruiting talented and diverse new students; and promoting the value of a liberal arts degree (from Colorado State University). As representatives for the College of Liberal Arts and Colorado State University, CLA Ambassadors are held to high professional standards and expected to uphold the Ambassador Philosophy, Principles of Community, and Land-Grant Mission at all times.

Primary responsibilities include attending weekly team meetings, providing personalized tours of the college to prospective students and families and school groups, and staffing a variety of annual events primarily recruitment events hosted by the Office of Admissions. Additional opportunities (volunteer and paid) include participating in professional development activities, serving as a presenter or panelist, supporting student coordinator committee activities, personalized outreach to future students, staffing college commencement ceremonies, and supporting alumni, VIP and donor initiatives as needed.

Ambassador Philosophy: CHOOSE YOUR ATTITUDE | KNOW YOUR GUEST | KNOW YOUR KNOWLEDGE | MAKE THEIR DAY

THESE PRINCIPLES GUIDE OUR BEHAVIORS AND INTERACTIONS AS CLA AMBASSADORS.

- As ambassadors, we embrace and appreciate the responsibility to represent more than ourselves. In all that we do, we do our best to choose a positive outlook. We are CLA. We are CSU. *"Attitude is more important than facts... more important than what others think or say or do. It is more important than appearance, giftedness, or skill... The remarkable thing is we have a choice everyday regarding the attitude we will embrace."* (Charles Swindoll)
- We strive to provide authentic, engaging and impactful experiences for prospective students and families; to be servant leaders at all times. To do this well we avoid making assumptions about guest interests, identities, needs, concerns, knowledge, and expectations at all times and appreciate the qualities and characteristics that make a student a good fit for our university and college regardless of our own.
- Knowing what we don't know, what we don't need to know, and who the experts are is just as important as having knowledge and story to share. We recognize that each year [and across the university] programs, policies, initiatives, opportunities, data and statistics, resources (and more!) will change. As a team we are committed to doing our best to gather, update and share knowledge. In that process we each recognize there is only ever one thing ambassadors are an expert on – their own CSU experience.
- The details ARE the difference; we strive to have a positive impact by being welcoming, positive, honest and resourceful. By being attentive and thoughtful to the needs and concerns of others, we know we can become the reason...the reason they remember their visit, chose CSU, had a great day, found their way, felt welcomed and less stressed, got the information they needed, or recommended us to others, etc.

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Minimum Qualifications (required for consideration)

- Enrolled in at least 15 credits (at CSU) at the time of application
- Primary major in the College of Liberal Arts
- 3.0 cumulative GPA minimum (projected for 1st yr applicants), maintained each semester in the role

Preferred Qualifications

- Demonstrated understanding of and commitment to CSU's Principles of Community
- Resourceful, creative and adaptable
- Strong interpersonal and public speaking skills
- Excellent written and verbal communication skills
- Interest in growing as a servant leader and professional
- Strong belief in the value of a liberal arts degree from Colorado State

Position Expectations

- Complete training requirements as outlined below
- Attend weekly team meetings (**Thursdays, 6:15 – 7:15pm**)
- Assist with a minimum of one campus visit day (or approved recruitment event) each semester
- Demonstrate a commitment to the Ambassador Philosophy and Principles of Community at all times
- Participate in a team service project each semester
- Communicate in a timely manner and be willing to take-on opportunities and committee work when your schedule and availability allow

Training

All Ambassadors (including Student Coordinators) are required to attend team trainings and retreats unless otherwise approved by the program supervisor. Retreat events satisfy the training requirement for all new members. All ambassadors must successfully complete required trainings prior to participation in tours or formal event activities. Training will be led by student coordinators as directed by the program supervisor.

Compensation & Leadership Opportunities:

Benefits of participation include but are not limited to:

- Eligible to apply for a paid student coordinator position after one semester.
- Join a supportive and diverse team of current students excited to promote the college and university
- Lead tours of the college and select academic departments for campus visitors
- Participate in ongoing professional development, team meetings, retreats, leadership & diversity trainings, and service projects
- Develop and grow essential career skills including public speaking, written and verbal communications, customer service, critical and creative thinking, and problem solving
- Assist with planning and execution of student coordinator committee efforts
- Attend off-campus events and select visits to high schools and college fairs
- Gain valuable knowledge about college and university programs, scholarships and opportunities through close work with staff, faculty, ASCs and other personnel
- Grow your professional network across the college and university
- Receive CLA gear such as a t-shirt or polo, a personalized nametag and other swag items. *Promotional items and program gifts will vary dependent upon on university, college and program budgets.*

Questions? Email the CLA Student Ambassador team at claambs@colostate.edu.