

Ambassadors Executive Team – 2011-12

Position Description

The Undergraduate Admissions Office seeks six candidates for the position of executive team member for the 2011-12 academic year to lead and direct our Ambassador program. The ideal candidates for these positions are rising juniors or seniors with at least one full year of experience as an Ambassador. However, extraordinary rising sophomores or upper-class students with less than one year of Ambassador experience will still be strongly considered.

Executive team members should possess the following – a clear commitment to see the program develop and move forward, ability to temper individual judgment to accomplish the goals of the office, a willingness to be collaborative, an innovative spirit, and an efficient mindset.

The commitment – The time commitment will involve an average of 5-8 hours/week. Typically, an average of 4 hours/week will be spent at the tours desk managing the operational needs of the program and an average of 1-4 hours/week will be spent in a weekly meeting with Jazmin and Andrew, developing the vision of the program through leading your committee, and accomplishing other short-term and long-term goals. The time commitment can vary depending on which committee you lead and at which point in the year you are.

Aim Development—You will work closely with Andrew & Jazmin to come up with overarching aims for the year. Once we have developed organizational aims for the year, you will be expected to develop a written plan in the SMART goal format to carry out those aims. We will discuss our aims for the fall semester at a mini-retreat in April and your plan to carry out those aims should be developed in collaboration with your co-chair and completed by the start of school in August.

After you develop this plan, you will organize bi-weekly meetings with your committee to carry out your plan for the year. Please ensure openness and transparency with the rest of the organization outside of your committee. While you will have opportunity to develop your own written plan for your committee, you will work under the guidance of Jazmin and Andrew who will approve your draft of your written plan.

In return, we promise the following:

1. **Investment**—To invest in you so that you may invest in others.
2. **Connection**—To be an important part of an important office on campus that shapes the future of this university through the entering classes it selects.
3. **Skill Development**—The opportunity to learn a cross-section of leadership/management skills.
4. **Compensation**—Executive team members will be compensated \$7.25/hour for operations work at the tours desk.
5. **Legacy**—The chance to shape the development of one of the most important service-minded organizations on campus—without us the campus doesn't have the prized students it seeks.

If this opportunity interests you, please turn in the attached application to the front desk at Jackson Hall by Thursday, March 24 at noon. You may contact Andrew at aparrish@admissions.unc.edu or 843-9798 or Jazmin jazmin.garcia.smith@admissions.unc.edu 962-0672 with any questions you may have.

"All men dream: but not equally. Those who dream by night in the dusty recesses of their minds wake in the day to find that it was vanity: but the dreamers of the day are dangerous men, for they may act on their dreams with open eyes, to make it possible."

-T. E. Lawrence

Tour Coordinator Operational Responsibilities – 2011-2012

Communicate regularly with Ambassadors

- Secure Ambassadors for weekly tours
- Respond to Ambassadors' e-mail outside of office hours
- Alert Ambassadors when there are clearly defined needs for recruitment events
- Remind Ambassadors of key messages (90 min. tours, experienced-based tours, etc.)
- Be an encouragement to them and thank them for what they do
- Lead them in modeling correct behavior (getting here on time, completing tour in 1.5 hours, going through Lenoir + 2 academic buildings)

Manage Blackboard and consistently keep it updated

- Update Excel spreadsheet with the most recent postings from Blackboard

Assist with check-in of visitors

- Dismiss tour 11 and 3

Discipline Ambassadors

- Be willing to enforce 3 strikes policy
- Follow-up when someone misses a tour
- Check sign-in sheets from events to see who did not show, and then follow-up with them
- Give sign-in sheets to Mike so that he can record participation

Assist with preparation and follow-up for recruitment events

- E-mail recruitment staff person in charge of event the sign-in sheet of names and e-mail addresses of Ambassadors involved the day prior to the event
- Follow up with Ambassadors who signed up to participate but did not show

Manage lobby

- Keep lobby straightened and clean (pick up trash, DTHs, straighten chairs)
- Keep outside box full of self-guided tour maps
- Check recycling bins in both lobby and media room

Check e-mail

Check voicemail

Work with Jazmin to get necessary paperwork to hire Ambassadors for paid tours

Schedule High School group tour requests

- If a group wants a date that is already taken check with Jazmin before you deny the request
- Requests that cannot be accommodated can be forwarded to other offices (Diversity and Multi-Cultural Affairs or Visitors Center)

Forward middle-school tour requests to Missy Julian-Fox in the Visitor's Center in Morehead Planetarium

Assist Andrew, Jazmin and Erin as needed