Illini Union Parent and Family Programs Office
Student Employee Job Description

Job Title:  Parent and Family Programs Office Ambassador
Department: Parent and Family Programs Office
Reports To: Program Manager

POSITION SUMMARY

Parent and Family Programs Office (PFPO) ambassadors provide assistance to the staff as they serve as the liaison between the University of Illinois and the parents and families of freshman and transfer students. We are looking for students that are articulate, flexible, reliable, and energetic, and who have a positive attitude and are enthusiastic about Illinois. Student assistant will be working resource fair tables, speaking with incoming students and parents and families of students, and serving as a resource during New Student Registration. New Student Registration is a one-day mandatory program for all new freshmen and transfer students, and their parent and family members. Students must be available to work Monday-Friday during the hours of 8:00am-4:30pm each day beginning May 13th – August 9th.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Represent the Parent and Family Programs Office during New Student Registration
2. Responsible for basic data entry
3. Assist the full time staff as requested.
4. Other duties as assigned.

ORGANIZATIONAL AND WORKING RELATIONSHIPS

• This position reports directly to the Program Manager
• This position regularly interacts with parents and families, student groups, University of Illinois staff members and faculty, as well as the general community

EDUCATION AND EXPERIENCE

• Must be enrolled for at least 6 credit hours during Fall and Spring semesters, and at least 3 hours during the Summer semester. If not currently enrolled in Summer semester, student must have been enrolled for at least 6 credit hours in previous Spring semester or be enrolled for at least 6 credit hours in upcoming Fall semester. (HR approval required for less than part-time status)

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

• Must have strong customer service skills, and be courteous and patient
• Must work in an accurate manner with a focus on detail
• Must be articulate and confident
• Good communication skills

LEARNING OUTCOMES

• Ability to provide good customer service to a diverse customer base
• Develop good research and problem solving skills
• Develop and maintain good communication and social skills

WORKING CONDITIONS
• Will be working at multiple locations on campus

PHYSICAL REQUIREMENTS

• Must be able to work effectively in an office environment.
• Must be able to different locations across campus
• Must be able to lift, carry, and move boxes and cartons weighing up to 20 lbs. in a safe and productive manner.

To apply for this position please complete an application at: http://illiniunion.illinois.edu/Employment/

Please contact the Office of Parent and Family Programs at 217 333-7063 with questions regarding this position. For questions regarding the application process, contact the Illini Union HR office at 217-333-3660.