**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, energetic, who have a positive attitude, and are enthusiastic about Illinois. The student assistant will be working resource fair tables, speaking with incoming students and families of students, and serving as a resource during summer registration. Summer Registration is a one-day mandatory program for all new freshmen and transfer students, and family members. Students must be available to work Monday-Friday during the hours of 8:00am-4:30pm each day beginning May 14th – August 6th (Summer Registration will not take place May 28, July 2, 3, or 4). There will also be an opportunity to continue working into the 2018-2019 school year.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES**

1. Represent the Parent and Family Programs Office during Summer 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 the 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; 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

- Works in an office environment.
- 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

APPLICATION PROCEDURE:

For consideration, complete an application at the following website - http://illiniunion.illinois.edu/Employment/ and specify your area of interest as “Parent Programs”
Additional questions may be directed to iuemployment@illinois.edu or Human Resources and Administrative Shared Services Team at 217-333-3660.