**Resident Ambassador**

The GEM – Corvallis, Oregon

CHNW is a not-for-profit organization that was started by students to support students in the areas of housing, academic success & personal development.  As a community, we accomplish this mission by employing the shared cultural values of competence, collaboration, autonomy & positive impact. This is about innovation, constant evolution and development.  Our employment positions are not static, and we fully expect that all staff will be learning, gaining skills and strengthening abilities to move up or out in the quest to make the world a better place.

* **This position will begin July 1st, 2017 and will be a one year contract through June 30th, 2018.**
* **Must be able attend student employee training during the entire month of July and August 11 - 13, 2017.**
* **Must be currently enrolled in college/university and remain a student during the duration of your temporary employment**
* **Must live in CHNW housing during the duration of your temporary employment**
* **Must have a positive rental balance and have no rental violations**

**Job Title:** Resident Ambassador  
**Team:**The GEM  
**Supported by:**Site Manager, The Gem Student Housing   
**FLSA:**Non-Exempt  
**Compensation:**$745 monthly rental stipend, parking spot, $12.75/extra hours (1st year), $13.25/hour (returning), $45 monthly cell phone stipend.  
**Hours: .15FTE**

**Office Hours:**   
• 8 hours/month

**Team Meetings:**   
• Minimum of one (1) hour 1:1 meetings with the Lead Resident Ambassador per month

• Three (1) hour team meetings per month

**On-Call Hours:**   
• On call one night a week ( 6:00pm-10:00am)  
• One weekend on-call shift per month, starting Friday at 4:30pm-Monday at 10:00am

**Additional Hours:**   
• Quarterly team building/professional development

**POSITION OVERVIEW**

As a Resident Ambassador, a major aspect of this role is after-hours oversight and building management. Additionally, this role services the student services function of the organization, serving as a liaison between residents and staff to meet the needs of all parties. Certain intentional programming and events are included in the student services component.

**ESSENTIAL JOB FUNCTIONS**

The information provided below encompasses the functions and capabilities linked with this position.

**Duties and Responsibilities**

Resident Ambassador Role:

* Serve as first responder in after-hours emergencies and be within 15 minutes of the community during scheduled on-call times
* Submit accurate and timely documentation for after-hours calls, incidents, and other building concerns and observations by the end of the shift
* Staff the designated resource center in your building as needed
* Coordinate and facilitate one community event per month
* Takes ownership of one individual project per contract year (Social Media, Bulletin Boards, Package management, etc.)
* Maintain a working knowledge of the Fire Safety systems and basic routine maintenance skills
* Engage with Resident Council as agreed upon at your site
* Maintain ongoing communications with the support person, responding to work related emails, text messages, calls, etc. in a timely, professional manner
* Compile and organize assigned metrics each month
* Assist in Community Space management including closing the space nightly on rounds and coordinating resident reservations
* Conduct property-wide rounds each night on-call and document findings

Student Support/Operations:

* Provides the highest level of service to students and customers at all times
* Coordinate with the rest of the Resident Ambassador team to ensure all office and on-call hours are covered
* Attend and participate in bi-monthly 1:1 meetings with the support person
* Asks for help and training when needed to build and share skills
* Leadership and Community Participation:
* Proactively promotes dialogue about positive personal and community change by adding agenda items to their team and individual personnel page, in addition to participating in meetings, committees, and events
* Active participation in company trainings, activities and events
* Collaborates with the rest of the student housing community staff and resident council to provide a supportive environment where students can thrive

Perform additional duties as assigned

**Education & Experience Requirements:**

* Must be currently enrolled in college/university and remain a student during the duration of your temporary employment
* Must live in CHNW housing during the duration of your temporary employment. Please see our rental criteria [here](http://ud.chnw.org/wp-content/uploads/sites/132/2015/01/CHNW-Criteria-for-Residency.pdf).
* Experience in resident life, housing, and/or property management is helpful, but not required
* Experience in leadership, team support, and/or supervision is helpful, but not required

**Skill Profile**

The individual in this position is expected to possess and utilize their:

* Critical Thinking Skills: When something doesn’t work, you are able to either fix the problem or find an effective and efficient work-around in even the most complex situations
* People Skills:  You are compassionate and patient with people. You have experience working effectively with, and in support of, diverse populations including members of LGBTQ+ communities, culturally and racially diverse individuals, and people with disabilities
* Professional Skills: You are able to act professionally and manage challenging situations, like conflict, approaching these situations as teachable moments
* Teamwork Abilities: You’re able to work productively with the team and demonstrate collaborative communications and team problem solving skills
* Confidential Skills: You understand the importance of confidentiality and know when information of the highest level requires the utmost care and discretion
* Project Management Skills: You have a proven track record of managing and leading projects from start to finish and can handle managing and coordinating people to deliver effectively
* Organization Skills: You can manage multiple deadlines and priorities simultaneously
* Understand and uphold CHNW policies and procedures as well as basic Landlord/Tenant Laws
* Must meet all of CHNW Student Employee employment criteria

**Capability Requirements**

Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and fast paced environment; continuously required to read computer screen.  Minimal travel is required, 5% or less; travel is regional.