

2019-20 DVC Student Ambassador Program

Visit the Student Ambassador webpage at www.dvc.edu/ambassadors to download application materials

Thank you for your interest in the Diablo Valley College Student Ambassador Program! We are seeking an enthusiastic group of student leaders who are active on campus and/or in the community, knowledgeable about DVC, and willing to learn more about the college's programs and services. Student Ambassadors are integral members of the outreach team who have the responsibility of representing DVC both on campus and off campus at high schools, middle schools and college/career fairs.

Student Ambassadors work together under the direction of Outreach and Welcome Services to provide valuable peer-to-peer assistance to future, current and returning students and their families. They work in Welcome Services and the Enrollment Lab as well as conduct campus tours.

Student Ambassador positions are highly coveted making the hiring process extremely competitive. Please carefully review the description and qualifications and consider whether or not you can commit to the responsibilities of the Student Ambassador position.

Recruitment/selection/training timeline

Please add these meeting dates to your calendar now so that you can attend if hired. Meeting location details will be provided to those students who are hired. If you have an academic conflict with any of these meetings, you must discuss this with the hiring supervisor immediately.

February 6, 2019	Applications available online; completed application packets will be reviewed on a rolling basis.
March 13, 2019	Final date to submit completed application packets. All materials due by 5pm .
March 25-28, 2019	Selected students will be invited to interview; hiring decisions will be made by March 29th.
April 19, April 26, May 3 and May 10	MANDATORY Student Ambassador training from 9am to 1pm each day (held at Pleasant Hill, room TBA). Inability to attend any or all parts of the training will jeopardize your position in the program.
MANDATORY team meetings/trainings	Student Ambassadors are required to attend mandatory bi-monthly meetings/training sessions during the fall and spring semesters. General meetings are held on the 1 st Friday of each month. Pleasant Hill ambassadors also meet on the 3 rd Friday of each month. San Ramon ambassadors also meet on the 4 th Friday of each month.

Responsibilities

Student Ambassador roles and expectations include:

- Greet and assist college visitors by phone, email, and in person and provide campus information and referrals to various offices.
- Lead campus tours for future students, school groups, and other campus guests.
- Explain application and registration processes, providing peer-to-peer tips regarding how to successfully complete required enrollment steps, along with the benefits of attending DVC and opportunities available.
- Help students with online enrollment resources (OpenCCC, InSite Portal, Student Planning Tool, petitions, etc.)
- Set up and staff information tables as needed, both on campus and in the community.
- Attend and participate in high school enrollment presentations, open houses, college nights, workshops and fairs on campus and at high school locations.
- Serve as a role model by following all standards of conduct at DVC.
- Attend required training sessions and team meetings.
- Other related duties as assigned by supervisor.

Work hours

Student Ambassadors must be available to work a minimum of 10 hours per week and work a variable schedule depending on the needs of the assigned office, number of projects available, and tour/outreach schedule. Office hours, events and activities are scheduled at a variety of times, including daytime, evening and occasional weekends. Additional work hours are available for Student Ambassadors at supervisor's discretion.

Benefits

Student Ambassadors earn \$12.00 per hour and are also eligible for the following incentives:

- DVC-themed apparel and a Student Ambassador staff name badge to wear when working in offices and at outreach activities.
- Invitations to participate in photo shoots for DVC printed and online publications, such as schedules, catalogs and maps.
- Travel reimbursement, at the standard IRS rate for mileage or costs of public transportation, when assigned to off-site locations in order to represent DVC.
- Additionally, the Student Ambassador position enhances a résumé and prepares students to assume similar positions if transferring to 4-year colleges or universities, and also builds essential workplace skills that can be highlighted when applying for future jobs.

Qualifications

In order to be considered for the Student Ambassador role, a student must:

- Currently be a DVC college-level student (high school concurrent students are not eligible).
- Legally be able to accept work in the United States.
- Have completed at least twelve (12) units at DVC by the end of spring 2019.
- Academically be in good standing, with at least a 2.5 cumulative DVC grade point average.
- Enroll in at least half-time (6 units) at Diablo Valley College during time of employment. (International students must be enrolled in 12 units).
- Travel to high schools, community events, and DVC's two campuses as needed for outreach activities.
- Commit to at least two semesters (fall 2019 and spring 2020) to the Student Ambassador program.
- Complete the 16-hour training program, attend monthly team meetings, and also arrange for individual meetings with supervisor as needed.

Successful applicants are students who are able to:

- Effectively communicate and provide excellent customer service by phone, email and in person.
- Provide detailed information via individual conversations and group presentations.
- Represent DVC through professional conduct and adherence to institutional policies and regulations.
- Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, age, ability, gender, sexual orientation and ethnic backgrounds.
- Establish and maintain a cooperative working relationship with others by displaying a positive and helpful attitude.
- Work independently as needed, utilizing critical thinking skills.
- Follow instructions and complete tasks as assigned and according to established deadlines.
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, poise and professionalism.
- Exhibit an understanding of confidentiality issues and the importance of protecting sensitive information.

Application and selection process

To apply, interested students must:

- Complete the attached application.
- Submit a letter that explains your interest in the position and why you are a good candidate.
- Obtain two references (not from students or family members) – at least one must be from a DVC employee.
- Prepare for an interview with a screening committee, if selected. (Applicants will be notified if they will be invited for an interview).

We will select talented and enthusiastic candidates who reflect DVC's rapidly changing, diverse campus community. Students who have previously volunteered or worked in Welcome Services and provided excellent assistance may be given preference for open Student Ambassador positions.

For more information

Pleasant Hill: Mercy Pono – mpono@dvc.edu – Office location: SSC 120 (Welcome Services)

San Ramon: Yasmine Flagg – yflaggs@dvc.edu – Office location: West Lobby, Information Desk