POSITION SUMMARY

The Student Success Institute (SSI) Ambassadors will assist with tasks that are focused on making a difference with our SSI and LSC-Tomball community. SSI Ambassadors are a group of students who are looking to optimize their leadership skills, make a difference among peers, represent the Student Success Institute and the LSC-Tomball community throughout the academic school year. Duties will include serving as peer mentors to promote classroom and learning success, provide support with SSI events and initiatives, oversee the daily operations of the office, supplies, manage Leading Library, participate in social media campaigns, and provide office support within the SSI office. Additional duties will include: Coordinate, implement and participate in on/off campus events and participate in special projects when needed. Required to provide high level information. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Answering phones, taking messages, redirecting calls
4. Pick up and deliver mail
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Send standardized department emails
9. Provide handouts and/or forms to customers
10. Maintain inventory
11. Set up learning environment (such as labs, classrooms, etc.)
12. Check out equipment
13. Event preparation and support
14. Prepare reports
15. Collect and record data
16. Maintain knowledge of multiple programs
17. Provide limited technology support to end users
18. Tutor, ability to take lecture notes, act as scribe, and proof read
19. Maintain existing library by cataloguing new scores by focal forces, alpha, and title
20. Guided tours
21. Maintain and/or process records

Additional Duties

22. Coordinate and implement events
23. Participate in off campus events
24. Peer monitoring
25. Maintain SSI book and office inventory
26. Check out textbook’s technology
27. Participate in social media campaigns
28. Maintain and update social media accounts

REQUIRED QUALIFICATIONS

- 2 years of related work experience

KNOWLEDGE SKILLS AND ABILITIES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)

USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Standing for two or more hours
- Use small office equipment including copy machines or multi-line phone system
- Use computer for word processing