

**Job Title: LARC Student Ambassador (Student Assistant Classification)**

**Department:** Learning and Academic Resource Center/Academic Programs

**Position Description:**

In conjunction with LARC staff, Student Assistants in the Student Ambassador role act as the first point of contact for students, visitors, and the campus community and provide the majority of administrative and reception duties for the programs housed in the LARC. These duties include:

**Reception Team**

- Greet visitors in a friendly, courteous, and helpful manner setting a positive and welcoming tone for the reception area. Notify tutors and appropriate staff members of visitors and appointments.
- Be knowledgeable about the LARC programs and services. Provide accurate program information to students, staff, and visitors.
- Monitor the daily tutoring schedule for any LARC programs using the scheduling system, including letting tutors know when appointments have arrived. Schedule tutoring appointments for students.
- Track and monitor data for the LARC programs, using Google sheets, Excel and other database programs.
- Answer emails and telephones in a friendly, courteous, timely, and helpful manner. Refer inquiries to the appropriate person, and make referrals to various campus services and departments, when appropriate.
- Monitor student computer use (make sure there is paper, assist students who need help with printing, etc.).
- Assist in day-to-day office operations including but not limited to:
  - Checking and responding to voicemail and email messages
  - Ensuring that supplies, such as paper and forms, are stocked replenished in appropriate office areas.
  - Tidying up the reception area and the main LARC space on a daily basis.
  - Other tasks, as assigned.

**Marketing/Leadership Team**

- Promoting LARC services through remote and in-person events, distribution of promotional materials, etc.
- Assisting with workshops and special events on campus.

**Educational & Qualifying Experience:**

**Student Ambassadors must...**

- Be currently enrolled at Sonoma State University in a minimum of 6 units.
- Have good communication and customer service skills.
- Be reliable, punctual, and consistent in attendance.
- Possess the ability to interact and work with diverse individuals in a respectful manner in order to create a welcoming environment for LARC students, staff, and the campus community.
- Have a willingness to learn new skills and tasks.

**Desired Knowledge, Skills, or Other Abilities:** Have basic knowledge of office operations. Be comfortable using computer programs such as Google Drive Applications, Excel and Microsoft Word. Possess a positive attitude and dress appropriately. Federal Work-study is possible for this position.

**Work Hours:** The LARC is open Monday through Thursday, 9 a.m. to 5 p.m. and Friday, 9 a.m. to 4 p.m. Student Ambassador hours will be set individually based on availability and based on the operational needs of the Center. Availability during regular business hours is needed. Typically, Student Ambassadors are hired to work 5-10 hours per week.

**Rate of Pay:** \$15/hour

**Reports to:** Loriann Negri, LARC Director  
Gillian Estes, LARC Administrative Coordinator