

**Graduate Assistant, Student Ambassador Recruitment & Retention
USC Admission Center**

Job Title: Graduate Assistant, Student Ambassador Recruitment & Retention

Admission Center Description:

The USC Admission Center seeks a graduate assistant for the 2023-2024 academic year. At the Admission Center, we welcome over 100,000 visitors to campus, providing tours and information sessions to prospective students, families, academic groups, admitted students, alumni, and others.

Position Description:

This position will work closely with the full-time Admission Center staff on the recruitment, training, supervision, and retention of the Admission Center's newest Student Ambassadors (Tour Guides). The ideal candidate will have excellent organizational and event planning skills and will gain valuable program management, student management and public speaking skills. The graduate assistant will also learn about the undergraduate admission cycle and have the opportunity to work directly with prospective, admitted, and current USC undergraduate students.

Responsibilities:

- Collaborate with full-time staff and a team of graduate assistants to plan and execute recruitment, hiring, training, and retention of new Student Ambassadors, with a primary focus on recruitment and retention.
- Work closely with full-time staff to directly supervise a team of student leaders tasked with recruitment and retention efforts. Develop and implement processes to ensure student leaders are fulfilling tasks and expectations related to their assigned responsibilities. Host regular meetings with the student leadership team.
- Oversee all logistical and administrative aspects of the student ambassador recruitment process. Manage student staff schedules for recruitment information sessions, external engagement events, and candidate interviews. Assist in student ambassador application review.
- Work with full-time staff to think creatively about ongoing student staff retention. Implement programming (both formal and informal) to keep students excited and engaged with the student ambassador program.
- Plan and facilitate student staff development and team bonding activities. This includes student staff retreats in both fall and spring semesters.
- Assist the graduate assistant and full-time staff who oversee student ambassador training with all training efforts.
- Oversee feedback surveys and other data collection projects throughout the year.
- Represent the USC Admission Center to our campus guests and visitors.
- Analyze current office structures and policies and determine any opportunities for Diversity, Equity and Inclusion (DEI) initiatives. Host discussions to include student staff input and create a proposal for DEI initiatives based on student input and analysis.

Job Details

- Current and incoming PASA, EC, and EMP students are encouraged to apply
- The position is a one year position, beginning August 2023 and ending July 2024. Students who will be enrolled in the 2024-2025 academic year may be eligible for continued employment based on performance.
- Minimum 15 hours/week, maximum 20 hours/week. Occasional evening and weekend work may be required depending on student meetings and retreats.

- Compensation will be \$18.29/hour
- Required weekend work dates: Fall Retreat (Saturday in September, TBD), Discover USC Open House (weekend date in mid-Fall, TBD), Spring Retreat (Saturday in early Spring 2024, TBD) and Spring Open House (weekend date in April, TBD)
 - Other evening or weekend work may be available
- *Please note: The Admission Center has resumed on-campus operations and this position will be in-person.*

Application Submission

To apply, please submit a Cover Letter and Resume to Kristin Robbio (krobbio@usc.edu) by Friday, March 10, 2023. Candidates will be notified by March 17 if they are invited to participate in an interview. Interviews will take place over Zoom March 20-24.

Contact Information

Kristin Robbio

Associate Director, USC Admission Center

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