

Job Title: Housing Ambassador

Fall 2025 - Spring 2026

Dates of mandatory training 8/5/25 - 8/9/25

Description

Housing ambassadors are primarily responsible for conducting daily tours of housing facilities, participating in housing recruitment events, providing customer service to students and their families, and providing office support for Housing and Residence Life. Candidates for the Housing Ambassador position should have excellent communication and interpersonal skills. They should be knowledgeable and committed to learning more about UNC Charlotte and the Department of Housing and Residence Life. They must also be able to effectively express and represent the living on-campus experience in a positive way. Candidates are required to live-on campus while they hold the Housing Ambassador position and will receive a \$1000 Housing Stipend per semester as part of compensation.

Responsibilities

- Lead tours of prospective students and families on daily scheduled tours and walk ins
 - o Conducts walking tour to showcase housing communities and tour rooms
 - o Lead virtual tours to share the on campus experience of guests
 - o Positively discuss the facilities and amenities offered through the Housing and Residence Life department
 - o Positively discusses personal experiences from living on campus
 - o Work collaboratively with campus partners during all functions
- Assist with campus collaboration days (Open House and Admitted Students Day)
 - o Staff an information table with Housing staff members during the Resource Fair to be able to answer questions and give tours of the halls
- Provide front office support and phone coverage for the main Housing & Residence Life office
- Serve on employees choice of committee within the Housing Ambassador Team – social media or team building
- Help maintain appearance of tour rooms and locations
- Assist in the Housing and Residence Life Office
- Attend staff meetings
- Assist with recruitment and training of new staff
- Work up to 29 hours a week with a minimum of 15 hours per week
- Perform other tasks and duties as assigned

Qualifications

- Candidates must have on campus living experience and live on-campus at UNC Charlotte while holding the Housing Ambassador position (August 3 – May 10*)
- In good academic and conduct standing with the university
- In good standing with the Department of Housing and Residence Life
- Cumulative GPA of 2.5 or higher at the time of hire and throughout holding the position
- Excellent communication and interpersonal skills

- Must be knowledgeable about UNC Charlotte and the Department of Housing and Residence Life
- Able to effectively and positively represent UNC Charlotte and the Department of Housing and Residence Life
- The Housing Ambassador position is to be the principal non-academic activity. Additional social/community and/or extracurricular activities must be approved in advance.

Compensation

- Starting pay is \$11.50-\$11.75 an hour
- \$1000 Housing Stipend Per Semester
- Housing and Residence Life Apparel
- Excellent leadership, communications, customer service skills, and public speaking experiences for future positions and endeavors

Questions?

Housing and Residence Life
Assignments Office
704-687-7501
HRLMailbox@uncc.edu

*Dates of employment are pending final move-in schedule dates