



STUDENT AMBASSADORS

COMMITTED TO A POSITIVE AND SUCCESSFUL COLLEGE EXPERIENCE!

Welcome Center's Student Ambassador Program is designed to engage students in conscious leadership within the essential area of the College's outreach, recruitment and successful onboarding of new students. Every year, the Santa Monica College Ambassador program looks for a select number of students who are enthusiastic, poised and motivated.

Ambassadors represent a diversity of student perspectives empowering them to help prospects, applicants and first-time students learn how to successfully launch their pursuit of higher education at Santa Monica College.

About the Student Ambassador Role

Learn about the responsibilities, expectations, attributes, and eligibility requirements of an SMC Student Ambassador!

About the Student Ambassador Program

The Ambassador Program is a student leadership opportunity that engages current and future alumni of Santa Monica College in the praxis of Maturing and College success.

Student Ambassadors will work from the beginning of the recruitment process through enrollment and arrival on campus, whether virtually or on ground. They will connect with prospective and first-time students to prepare them to successfully onboard and provide valuable perspectives on College life, campus activities, including student clubs and social events.

Responsibilities

- Play an important role in student success and equity through authentic, proactive and responsive engagement with prospective and incoming students
 - Outreach to prospects (i.e., high school students and resident and domestic non-resident students) via remote LiveChat, Phone/Video Meetings on the Future Alumni Network, Onsite events, fairs, and high-school visits
 - Act as a resource of information and referrals for prospective and new students to help them transition to SMC and enhance their college experience
 - Develop and assist with programs on campus within target communities, middle schools and high schools to present diverse student perspectives, workshops, and information regarding the application process, college life, how to enroll, College success tips (College Hacks), financial aid, academic requirements, and College resources
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Expectations

- Complete orientation, training, and workshop requirements
 - Attend weekly team meetings
 - Participate in outreach, recruitment and on-boarding activities in both remote and on-ground environments on campus and off-site.
 - Work remotely using a variety of mediums and digital applications (i.e., Phone, LiveChat, Email, Zoom, PeopleGrove platform, etc.)
 - Proactively connect with our applicants and newest incoming future alumni to support their successful transition to SMC.
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Attributes

- A positive, caring and personable attitude

- Maturity and integrity
 - Ability to direct students to SMC resources, programs, departments, etc.
 - The ability to speak positively and authentically about your SMC experience
 - Strong time-management and organizational skills
 - Excellent communication skills, including strong listening skills
 - Involvement in SMC programs, clubs and/or student organizations
 - A good sense of humor
 - Self-starter; strong work ethic
 - Demonstrate leadership abilities.
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Eligibility

- Completed a minimum of 15 units at SMC by June, prior to the start of the program
 - Maintain a minimum GPA of 2.5
 - Maintain and complete a minimum of 12 units at the end of each semester (Fall and Spring)
 - In good standing at SMC, no disciplinary issues within the last two years
 - Current member of the Associated Students
 - Able to work on campus and eligible to work in the U.S.
 - Available to attend mandatory orientation and training
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Other Ambassador Duties

Student Ambassadors wear a few different hats when it comes to helping students and serving the SMC community.

Peer Advocate

- Committed to supporting students' success
- Welcome all visitors and provide great customer service both in-person and through remote applications (i.e., LiveChat, Video, phone)
- Professional support as point of contact for visitors
- Answer and direct incoming calls to appropriate contacts and resources
- Conduct phone calls, assist with office projects, and support staff in outreach
- Confidently post on various social media platforms (i.e. Instagram, Facebook, PeopleGrove, etc.)
- Assist in preparation of outreach events and activities
- Other duties as assigned.

Preferred Qualities

- Welcoming and friendly personality; strong people skills
- Interested in leadership growth opportunities
- Personable, strong interpersonal and listening skills
- Detail-oriented
- Takes initiative to complete tasks, meet goals
- Enjoys one-to-one communication via phone, video chat, text chat and in person
- Ability to multi-task
- Knowledge of SMC programs and resources to effectively direct students

Tour Guide

- Energetically greet tour groups
- Provide a welcoming environment that communicates Your Presence Matters!

- Answer questions about SMC's history, buildings, programs, and resources
- Share your SMC experience and information about campus life, and other activities
- Enjoy directing groups of middle school, high school, and prospective students around campus
- Participate on student panels for students visiting SMC
- Other duties as assigned

Preferred Qualities

- Public speaking abilities
- Outstanding time management skills
- Ability to direct large groups of high school and prospective students
- Personable, strong interpersonal and listening skills
- Ability to multi-task
- Able to engage large groups of people and lead campus tours
- Knowledge of SMC programs and resources to effectively direct students.

Community Outreach

- Participate in outreach & onboarding initiatives
- Be engaged with all participants; enjoy interacting with prospective students and their families
- Support Staff at community events (in person and through remote applications online) such as tabling at high schools and fairs, SMC departmental events, and student panels at local middle and high schools, both
- Connect students and parents to SMC resources and centers
- Other duties as assigned

Preferred Qualities

- Ability to interact and engage with a wide range of students (i.e., race, ethnicity, age, ability, etc.)
 - Ability to speak positively and authentically about your SMC experience
 - Caring and personable attitude
 - Knowledge of SMC programs and resources to effectively direct students
 - Desire to participate in outreach and onboarding initiatives and lead activities
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Sound like something you're interested in? Join the team!

2021-2022 APPLICATION FOR SANTA MONICA COLLEGE AMBASSADOR PROGRAM