



Student Job Description

(On-Campus)

Position Title: Student Ambassador **Department:** Clarkston Outreach
Supervisor: Heather Markwalter **Work Location:** Student Services, occasionally off-campus
Start Date: Sept 14, 2026 **Campus:** ☐ Walla Walla ☒ Clarkston **Hourly Wage:** \$17.13
Hours Per Week: 8 **Position Available During:** ☒ Fall ☒ Winter ☒ Spring ☐ Summer

Work Schedule (e.g. During business hours M-F. 8am-5pm)

Preferred Start Date: Sept 14, 2026
Work hours may be performed Monday - Friday during business hours (8AM - 5PM), with occasional evening and weekend shifts.

Job Duties and Responsibilities

WWCC Student Ambassadors work with Student Services, Business Office, and the Outreach Department. Employee is housed in the Student Services Department, to help create a welcoming, inclusive, and student-centered campus environment. Ambassadors serve as representatives of the college and play an important role in supporting students, outreach, recruitment, and visitor engagement efforts.

Student Ambassadors interact with students, prospective students, families, and community members by answering questions, making appropriate referrals, providing campus tours, assisting with events, and supporting front-line Welcome Center operations. Ambassadors also share their experiences as WWCC students to help prospective students feel informed, connected, and confident about pursuing their educational goals at WWCC.

DUTIES:

- Staff the Student Services desk and assist students, prospective students, families, community partners, and other campus visitors in person, and by phone.
- Demonstrate professionalism, reliability, and excellent customer service in all interactions.
- Answer and direct calls through the College's main phone line.
- Respond to questions and provide accurate information regarding campus locations, programs, services, events, and resources.
- Provide basic support for student processes, such as activating NetID and ctcLink accounts or scheduling advising appointments.
- Provide campus individual and group tours to prospective students, families, and community members.
- Escort visitors to campus destinations as needed.
- Support outreach and recruitment activities coordinated by the Outreach Department.
- Represent WWCC at on-campus and off-campus events, including staffing outreach tables and setting up/tearing down booths.
- Serve as a positive ambassador for WWCC by sharing personal student experiences in a positive and professional manner.
- Assist with event preparation and outreach materials, including assembling folders, swag items, and organizing supplies.
- Monitor, track, and inventory outreach materials and promotional items.
- Maintain confidentiality of student information in accordance with college policies.
- Complete required trainings and comply with applicable state and federal regulations, including the Family Educational Rights and Privacy Act (FERPA).
- Uphold department dress code standards while on shift.
- Complete other duties as assigned.

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Educational Benefits to Students (e.g. Teamwork, communication, leadership, etc.)

Through this position, Student Ambassadors will develop leadership, communication, customer service, teamwork, and other professional skills transferable to future academic and career opportunities.

Minimum Qualifications and/or Education Requirements (e.g. eligible for State or Federal work study, etc.)

Current WWCC student enrolled in a minimum of six (6) credits
Minimum cumulative GPA of 2.0
Eligible for State or Federal Work Study funding
Demonstrated punctuality, reliability, and professionalism
Ability to communicate effectively with diverse populations
Ability to work independently and as part of a team

Preferred Skills (e.g. Microsoft Excel, customer service, Outlook, etc.)

Customer service experience
Strong organizational skills and attention to detail
Excellent verbal and written communication skills
Comfortable using Microsoft Word, Excel, and Outlook
Public speaking or presentation experience
Ability to multitask in a fast-paced environment
Bilingual or multilingual skills

Physical Requirements (e.g. sitting or standing for long periods, lifting up to 40lbs, etc.)

Additional Comments

Walla Walla Community College does not discriminate on the basis of race, color, national origin, sex, gender, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies: Vice President of Human Resources/ Title IX Coordinator/ Section 504 Compliance Officer; 500 Tausick Way, Walla Walla, WA 99362; 509.527.4382; titleix@wwcc.edu.