



Student Job Description

(On-Campus)

Position Title: Student Ambassador **Department:** Outreach
Supervisor: Melissa Rodriguez **Work Location:** Welcome Center/Outreach Dept
Start Date: Sept 28, 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)

Monday - Friday (or any combination of 2-4 weekdays); During 12:30-5pm (at least 2 consecutive hours)

Job Duties and Responsibilities

WWCC Student Ambassadors work with the Outreach Department, housed in the Welcome Center, 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 outreach, recruitment, and visitor engagement efforts. Student Ambassadors interact with 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.

ROLE AND RESPONSIBILITIES

- Staff the Welcome Center desk and assist prospective students, families, community partners, and other campus visitors in person, by phone, and through online LiveChat platform.
- 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 professional manner.
- Assist with event preparation and outreach materials, including assembling packets, creating buttons, preparing gift baskets, 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.)

Student ambassadors will develop strong communication and customer support skills. They will learn how to interact with students ranging from high school to students in our quest programs at the front desk, use office software applications, how to manage an inventory, and be involved in the coordination and planning and promotion of events.

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 of 2.0 GPA each term
- Work study eligible - *students applying for this position MUST be eligible for State or Federal Work Study.
- 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.)

- Punctuality, reliability, and professionalism
- Customer service
- Attention to detail
- Ability to communicate effectively with diverse populations
- Ability to work independently and as part of a team

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

Walking, lifting, pushing, kneeling, squatting, sitting, standing, pulling, visual assessment as needed during your entire assigned shift.

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.