

Duty Statement and skills and capabilities required

Position Title:	QUT Student Ambassador
Classification:	HEW2
Organisational Area:	Student Recruitment
Nominal Location:	Kelvin Grove campus
Supervisor:	School Liaison Coordinator Manager, Student Recruitment
Type of Appointment:	Casual
Salary Range:	\$26.75 per hour

Position Purpose:

The QUT Student Ambassador Program is a marketing communication initiative targeting prospective university students in secondary schools. Key functions include participating in recruitment events, conducting campus tours and participating in school visits and public speaking. QUT's Student Recruitment and Promotions unit is located in the Marketing and Communication Department.

Key responsibilities

QUT Student Ambassadors will:

- represent QUT in prospective student forums
- display a positive image of QUT and its courses
- demonstrate a commitment to good customer service
- undertake training and development to increase skills.

Duties

Ambassadors may be called upon to undertake one or more of the following duties depending on the ambassador's expertise and the demand from client groups:

- talk about their experience of making the transition to university to groups of prospective students
- talk to prospective students about course experiences, support services and facilities
- make presentations to school groups under the guidance of staff from the Student Recruitment and Promotions unit and Faculties
- conduct tours of QUT campuses
- act as greeters, guides and presenters at QUT recruitment events such as Open Day and TSXPO
- represent QUT at regional careers markets (some travel outside Brisbane may be required)
- participate in corporate events aimed at building positive perceptions of QUT with key stakeholder groups such as business, industry and alumni
- contribute to the training of new ambassadors
- handle boxes of approximately 10kg in weight on a regular basis
- some ambassadors represent QUT at external events outside of Brisbane and may supervise another staff member.

Skills and capabilities required

ESSENTIAL

1. Currently a domestic QUT undergraduate student, preferably in their first year of study and not in their final year of study.
2. Possess strong interpersonal and communication skills, with the ability to apply these successfully with students, teachers and parents in the secondary school environment and/or mature-age market.
3. Demonstrated commitment to quality customer service.
4. A commitment to high standards of personal conduct when representing QUT.
5. The ability to work as part of a team, or independently, including the ability to be flexible in assuming a variety of roles.
6. Available for weekday, evening and weekend work when occasions arise. All students **must be available** for QUT Open Day.

DESIRABLE

1. Current 'C' class driver's licence.

Further information

Before submitting your application, please review information regarding workplace health and safety, equal employment opportunity and non-smoking policy available at www.hrd.qut.edu.au/staff/professional.jsp

If you require further clarification about this position after reading this duty statement, contact Vanessa Gunn on 07 3138 3124 or email: schoolinfo@qut.edu.au

HOW TO APPLY

Please provide:

- Complete the online application form and attach a statement of no more than two (2) pages including examples outlining your suitability for the role referring to key points under 'Skills and capabilities required', which directly relate to the 'Key responsibilities'.
- Your current resume – including the names and contact details of referees.