THE UNIVERSITY OF BRITISH COLUMBIA

UBC Okanagan Student Ambassador Job Description

Department: Student Recruitment and Advising (SRA)

Reports To: Manager, On-Campus Recruitment

Hourly Rate: $19.75

Start Date: February 2027, May 2027, September 2027

Apply by: Sunday November 8 @ 11:59pm

Position Overview

Student Ambassadors are official representatives of UBC Okanagan and play a critical role in supporting student recruitment efforts. Ambassadors share authentic student experiences, provide exceptional service to prospective students and families, lead engaging campus tours, and contribute to recruitment events throughout the year. Through this role, student ambassadors develop leadership, communication, public speaking, customer service, and intercultural competencies while helping prospective students make informed decisions about attending UBC Okanagan.

Key Responsibilities

- Lead dynamic and informative campus tours in-person and virtually for diverse audiences.
- Provide accurate information about student life, housing, services, and campus resources.
- Create welcoming and inclusive experiences for prospective students, families, schools, and community groups.
- Respond professionally to questions and escalate complex inquiries when appropriate.
- Support recruitment events, presentations, webinars, open houses, and special visits.
- Prepare registration materials, signage, presentation equipment, and participant resources.
- Participate actively in meetings, training, professional development, and team communications.
- Engage with prospective students through approved communication platforms and recruitment initiatives.
- Act as a positive role model who reflects UBC values of integrity, respect, inclusion, and academic excellence.

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Tour Operations Responsibilities

Before, during, and after each campus tour, student ambassadors are responsible for event setup, participant registration, presentation delivery, tour leadership, attendance reporting, debrief activities, and guest follow-up activities.

Qualifications

Current UBC Okanagan undergraduate student in good academic standing. Students from all faculties and programs are encouraged to apply. Familiarity with UBC Okanagan student life is required. Previous customer service, leadership, orientation, campus involvement, presentation, or public-facing experience is considered an asset.

Core Competencies

Strong verbal communication, relationship building, professionalism, teamwork, adaptability, intercultural awareness, digital literacy, presentation skills, problem solving, time management, reliability, and customer service excellence.

Commitment and Availability

Following completion of mandatory training, ambassadors are typically scheduled for one to three campus tours per month, plus meetings and events (depending on the season). Ambassadors should anticipate working approximately 4 to 10 hours per week, including occasional evenings and weekends.

Training and Development

Ambassadors receive comprehensive onboarding and ongoing development in public speaking, interpersonal communication, inclusivity, conflict management, campus knowledge, and leadership development.

Learning Outcomes

Develop advanced presentation and facilitation skills, strengthen leadership capacity, improve intercultural competency, increase knowledge of university operations and resources, and gain experience working within a professional recruitment environment.

Working Conditions

Work is performed in both indoor and outdoor environments, in-person and virtually. The role requires walking across campus, standing for extended periods during tours, and interacting with visitors from diverse backgrounds.

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Term of Appointment

Appointments begin in May or September, depending on availability and operational needs, with opportunities for renewal in future years.

Why Join the Team?

Student Ambassadors gain meaningful professional experience, mentorship, networking opportunities, career-ready skills, and the opportunity to make a lasting impact on future UBC students.

Student Ambassador Application Steps

1. Read job description thoroughly
2. Apply at you.ubc.ca/ambassador
3. You are welcome to reference your resume when completing the online application. Please review each page of the application carefully and remember to indicate your availability for a group interview.
4. No additional resume or cover letter is required.