

Department/Organization: Study Abroad Center

Job Description (responsibilities, duties): The Global Ambassador position acts as the first point of contact for clients of the Study Abroad Center (SAC), serving as a contact person for students interested in study abroad as well as a contact and liaison between the SAC and international exchange students. This position serves as a representative of their home university and assists the study abroad staff in the promotion of University of Northern Iowa study abroad programs through a variety of events and activities. The Global Ambassador position provides the opportunity to enhance individual skills in interpersonal communication, advertising, public relations, public speaking, and writing. Below are the duties of a Global Ambassador:

- Serve as the first point-of-contact for SAC clients (faculty, staff, parents, prospective students, senior administration, and others)—in-person, on the telephone, and via email. Provide excellent customer service to each individual who visits the SAC
- Participate in the SAC outreach activities and events—including classroom presentations, evening panels, workshops, information meetings, and tabling events
- Participate in the SAC's Study Abroad Fair as well as UNI Visit Days and other outreach events
- Assist study abroad staff with creation of activities for international exchange students (i.e. hockey game, bowling, field trip, etc.)
- Under the direct supervision of the Student Support Specialist, assist with all aspects of student communication and recruitment: social media projects, website content, publications, and many other communication efforts
- Discuss study abroad programs with student clients, specifically the home university of the Global Ambassador
- Independently research program requirements and deadlines to stay current with changing information
- Complete special projects as assigned

Benefits:

- Obtain training in the study abroad advising and develop skills in a professional work environment
- Enhance leadership, teamwork, and communication skills
- Have a chance to use the knowledge of international matters and cross-culture communication acquired from your own study abroad experience

Requirements:

- Be a current international exchange student at University of Northern Iowa.
- Must enthusiastically and accurately promote the concept of study abroad to UNI students, faculty, and staff; strong presentation skills and confidence in public speaking needed.
- Patience for helping students clarify their own needs, best interest, capacities and resources in order to make intelligent choices and decisions about available study abroad opportunities.
- Demonstrated organizational skills and ability to follow directions.
- Demonstrated skill and experience with computer technology, including the Microsoft Office Suite.
- Experience with social media (e.g. Facebook, Twitter, Instagram, etc.), and photo editing programs preferred.
- Ability to work 2-4 hours per week including occasional overtime, evenings, and weekends. Commitment expected is the full semester.