

Orientation Ambassador

Henry Ford College Career Services Office

Position Type: On Campus Work Study

Description:

Number of Positions: 6

Hours Needed Per Week: 10-20

Duties & Responsibilities:

- Conducts, as part of a team, the various activities designed to attract, enroll, and retain students at HFC.
- Speak with students and student groups before, during and/or after activities or events.
- Utilize Microsoft Office (Word, Excel, TEAMS).
- Understand the Steps to Enrollment and provide help to students as needed.
- Support students with navigation of their Student Portal / Hawkmail / Self-Service / HFC website
- Direct students to Testing, Advising, Photo ID station, Drop Box or other locations.
- Incoming and outgoing phone calls.
- Be a role model for incoming students.
- Additional duties as assigned.

Required Qualifications:

- Dependability and Reliability - Behaves consistently and predictably; is reliable, responsible, and dependable in fulfilling obligations; diligently follows through on commitments and consistently meets deadlines. Demonstrates regular and punctual attendance; rarely is late for work, meetings, or appointments.
- Technology Awareness - Knowledge of developments and new applications of information technology (hardware, software, telecommunications), emerging technologies and their applications to business processes, and applications and implementation of information systems to meet organizational requirements
- Customer Experience /Customer Service - Works with clients and customers (that is, any individuals who use or receive the services that your work unit produces, including students, the public, individuals who work in the College, or organizations

outside the College) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available services; is committed to providing quality service.

- Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.
- Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.
- Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Henry Ford College Fundamental Competencies:

- Interpersonal Skills - Treats students, staff, faculty, and the community with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations.
- Communication – Ability to carry out verbal and written directions and to effectively communicate to HFC stakeholders. Understands and adheres to HFC policies and procedures. Ability to maintain confidentiality and security of sensitive information, files, and data.
- Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.
- Continual Learning – Assesses and recognizes own strengths and weaknesses; pursues self-development.
- Public Service Motivation - Shows a commitment to serve the public. Ensures that actions meet public needs; aligns organizational objectives and practices with public interests
- Leveraging Diversity - Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the organization.

Posting Date: August 15, 2022

Expiration Date: October 15, 2022

Duration: Fall

Approximate Hours Per Week: 10-20

Salary Level: \$ 9.87

Industry: Education

Website: <http://careers.hfcc.edu>

Contact: HFC Career Services
5101 Evergreen Road Dearborn, Michigan 48128
United States

Resume Receipt: E-mail

Default email for resumes.: kbknick@hfcc.edu

Additional Documents: Other Documents

ID: 22139
