

2016-2017 Office of Multicultural Affairs Student Ambassador Application

1. You will complete an application on the HR Website that will consist of the following items:
 - a. A Professional Resume
 - b. A Letter of Application/cover letter
 - c. List of 3 references
 - d. Answers to the following questions (separately)
 - i. What are your qualifications for this position?
 - ii. Describe three things you learned at SFA in regards to diversity and social justice that you will be able to apply to the student ambassador role. Please explain the importance of these things, and how they will be a benefit to you if selected.
 - iii. Why do you want to be an OMA Student Ambassador?
 - iv. What are some changes/updates you would like to implement or develop within the OMA? Areas may include, but are not limited to: student programming, OMA sponsored organizations, marketing, etc.
 - e. These are due by **May 2nd, 2016 by 12:00 P.M.!!!!!!** Please turn applications onto the HR Website by doing the following:
 1. Visit www.sfasu.edu
 2. Click on "Students" at the top of the SFA Homepage.
 3. Click on "student employment", located to the right hand side of the screen.
 4. Click on the first "click here" link located in the first sentence.
 5. You will then be directed to the "Career site" for SFA, click on the "Student Assistant/Work Study Positions" Link.
 6. Scroll down to the "Program Assistant (Multicultural Affairs)" listing and click "view".
 7. Be careful to read the posting and all requirements before submitting your application.
 8. Click on the "Apply for this posting" tab to begin filling out the application
- f. Incomplete applications will not be accepted.
By **May 3rd, 2016** all applicants will be informed whether or not they have been offered an individual interview.
2. If offered an interview, on **May 3-5th** you will do a 5-10 minute formal presentation on your answer to question **ii**. You will need to dress professionally and the interview should last approximately 30 minutes. The Director, Assistant Director and Senior Secretary, and a current student ambassador not reapplying for the position will be present. Afterwards an interview will be conducted. The interview should last no longer than 30 minutes. *Please arrive in front of room 3.100 on time for your interview; no alternate interviews will be given.*
3. **Summary Qualifications for applicant:** 2.3 G.P.A (cumulative and current) and higher; professional skills, must be knowledgeable in Microsoft office, great communication skills, leadership abilities, experience with peer mentorship and multicultural awareness, and participation in OMA events or organizations is preferred (although not required). In addition, must be able to work 10-15 hours a week during the fall and spring semesters and **MUST LOVE SFA**.
4. **MUST** be available to work on the dates attached.

The final selection of the 2016-2017 OMA Student Ambassadors will be posted on the website and on the door by noon on May 2nd, 2016.

www.sfasu.edu/oma

Student Ambassador Mandatory Dates

(More specific dates will be given at acceptance meeting):



- **Acceptance Meeting-** May 3rd -6th (specific times to be determined upon hiring)
- **Fall Staff Retreat** – August 24-25th (time TBA)
- **Student Assistant Training-** TBA
- **Student Leader Reception-** Dates TBA
- **OMA Events-** Dates will be finalized upon hiring
- **Weeks of Welcome Events-** Dates will be finalized upon hiring
- **ALL staff meetings** (dates are set at Fall Staff Retreat)
- **Showcase Saturdays**
- **Omicron Delta Kappa Leadership Conference**

Please note this is a tentative schedule. One-year standards will be signed during the first 30 days of appointment to position. See following pages for an example OS standards.



















Stephen F. Austin State University

OMA Student Ambassador Standards 2016-2017


















FUNCTION

-  Serve as a member of the Office of Multicultural Affairs (OMA) of 2016-2017.
-  Perform the duties required in the OMA as outlined by the Director, Assistant Director, and Senior Secretary of the OMA.

DUTIES

-  Conduct diversity and social justice presentations to students on campus.
-  Assist with budgetary decisions regarding organization funding requests.
-  Coordinate and facilitate social and educational programs throughout the semester.
-  Assist and attend all OMA sponsored events.
-  Update all social media and website information.
-  Facilitating all marketing for the OMA
-  Check paper supply by copier and fax machine.
-  Assist with departmental property inventory.
-  Straighten and organize the office on a daily basis.
-  Run office errands as needed.
-  Organization of OMA office.
-  Answer phone and take messages as needed.
-  Check the OMA email account.
-  Act as a resource person to incoming students and parents by sharing information about a variety of aspects regarding the SFA community.
-  Initiate and develop communication with students and family members attending OMA programs and Showcase Saturdays.
-  Work with faculty and staff members, fellow ambassadors, and members of the administration to facilitate the success of all aspects of the Office of Multicultural Affairs.
-  Serve as a representative of SFA in a variety of situations.
-  Performs other duties necessary by the OMA Director, Assistant Director and Senior Secretary.

SKILLS AND QUALITIES:

- | | |
|--|--|
|  Time Management |  Ability to relate effectively to cultures, backgrounds, lifestyles, and personalities, which may differ from your own. |
|  Proactive | |
|  Ability to initiate action through leadership | |
|  Organized |  Strong work ethic |
|  Respectful |  Team Player |
|  Responsible |  Creativity |
|  Professionalism |  Flexibility |
|  Sense of Personal Responsibility |  Positive Attitude |
|  Good Judgment |  Ability to separate personal situations from the work environment |
|  Comfortable addressing groups of people (students, parents, faculty and staff) by having good interpersonal and communication skills | |

QUALIFICATIONS

- 🌸 An OMA Student Ambassador must understand and believe in the goals of the University and the OMA programs.
- 🌸 An OMA Student Ambassador must have a 2.3 overall cumulative grade point average at the time of application, at the end of the fall semester and at the end of the spring semester. Your permanent record will verify this. No one may hold an OMA Student Ambassador position while on academic probation.
- 🌸 An OMA Student Ambassador must not be on disciplinary probation. This will be verified by your permanent record.
- 🌸 An OMA Student Ambassador may hold outside jobs as long as it **does not interfere** with the fulfillment of the requirements of the OMA Student Ambassador position. An OMA Student Ambassador must work all OMA sponsored events.
- 🌸 Check your calendar for weddings, anniversaries, graduations, and other special events that may be important to you to be certain that you can meet **ALL** of these responsibilities. Absences from training sessions and OMA events are excused **ONLY** for classes, illness or death in the family. Vacations and other jobs are **NOT** excuses for being absent.

As an OMA Student Ambassador, I agree to the following terms and conditions:

1. OMA Student Ambassadors are responsible to the following people:
 - a. Director of OMA
 - b. Assistant Director of OMA
 - c. Senior Secretary of the OMA
 - d. Student Affairs staff
 - e. University administration
 - f. Other SFASU faculty and staff as needed
2. A professional attitude is important in this position. OMA Student Ambassadors will maintain a professional attitude with their fellow ambassadors, Director of OMA, Assistant Director of OMA, Senior Secretary of OMA, Student Affairs staff and other university personnel.
3. OMA Student Ambassadors are always considered to be ambassadors for the OMA and are expected to act accordingly on and off the clock.
4. OMA Student Ambassadors will always maintain a professional attitude with fellow students, faculty and staff.
5. Confidentiality must be maintained within the OMA team by not discussing any OMA related issues with anyone outside the OMA Student Ambassador team, the Director of OMA, Assistant Director of OMA and the Senior Secretary of OMA.
6. OMA Student Ambassadors will consult with each other, the Director of OMA and the Assistant Director of OMA before making any decisions that affect the OMA program.
7. All OMA Student Ambassadors **MUST** maintain an email account (either on or off campus) and check it daily. These accounts will be used for regular communication with fellow OMA Student Ambassadors, Director of OMA, Assistant Director of OMA and Senior Secretary of OMA. Social media is not an acceptable form of communication with the Director of OMA, Assistant Director of OMA and Senior Secretary of OMA.

8. OMA Student Ambassadors **MUST** attend and be on time to all staff meetings.
9. As a Student Ambassador I understand that I am seen as a 24-hour role model, therefore my Facebook, Instagram, Twitter, etc. content will represent that to students and parents. In addition to my page being set to private, I may be asked by the Supervisory Staff to remove questionable material (e.g. pictures, Tweets, posts, etc.) from my page at any point. I will not use any social media platform (Facebook, Twitter, Snapchat etc.) to publicly air concerns, frustrations, etc. related to the OMA. These concerns will be addressed with the Supervisory team.
10. **Deadlines** are extremely important in this program. Tasks must be completed by assigned deadlines unless there is prior approval by the Director of OMA and/or the Assistant Director of OMA.
11. The OMA strives to maintain a physically, mentally and emotionally safe working environment. OMA Student Ambassadors are responsible for maintaining such working environment as well.
12. OMA Student Ambassadors must maintain at least a 2.3 GPA at all times.
13. I understand that my schedule will vary according to the school calendar. During the fall and spring semester, I agree to work a minimum of 10 hours a week.

Student employees may not exceed 115 total working hours per month (approximately 26.5 hours per week). This limitation applies to all semesters, for the dates between the semesters, including summers and holidays. Exceptions must be reviewed and approved by human resources. Total working hours are any hours worked and owed compensation as defined by the Fair Labor Standards Act (FLSA). Total working hours may not exceed forty (40) hours in one week.

14. Any illegal or university infraction while employed as a student ambassador may be grounds for disciplinary action; the severity of the infraction may result in immediate termination.
15. I understand that any and all violations of this contract are serious and will be dealt with on a case-by-case basis. Possible ramifications include but are not limited to a request for a formal apology, probation and/or termination from this position.
16. The OMA follows a three strike policy for Student Ambassadors. All OMA Student Ambassadors are required to follow the standards. Failure to comply with all standards, including conduct and attendance will result in disciplinary action. The first infraction will result in a written warning. The second will result in a written reprimand. The next infraction will result in a 2nd written reprimand. Any infractions following your 2nd written reprimand it will result in termination from the position.
17. I will accept all responsibilities with a professional and positive attitude. I will carry out all tasks and responsibilities to the best of my ability.
19. I will seek to create a welcome environment for all new students and their families and/or guests. I will remember my role as a mentor and be patient and understanding in my dealings with new students and parents. As a representative of the university, I need to make every effort to present both Stephen F. Austin State University and myself in the best light possible (i.e. Facebook, Instagram, Twitter, Snapchat etc). I need to be aware that my actions have the ability to influence people's opinions of the University the OMA and myself.

20. I recognize myself as a role model. I will set a positive example for all new students by showing respect and consideration for all members of the faculty, staff, administration and their property. I will be a strong example of living the SFA Way.
21. Even though this job might be stressful at times, I will make every effort not to get discouraged and keep a positive attitude.
22. My fellow Student Ambassadors will act as my support system and will help me through tough times. I will also be ready and willing to assist them.
23. Any requested time off will be coordinated with the Assistant Director of OMA and/or the Director of OMA so that there will always be someone available to fulfill my duties.
24. Even though this job may be stressful at times, a positive and professional attitude will be maintained.
25. OMA Student Ambassadors **MUST** adhere to the following student worker rules set forth by OMA:
- Adhere to the SFA Student Conduct Cod (D-34.1)
http://www.sfasu.edu/policies/student_conduct_code.asp
 - Know and adhere to the Five Principles of the SFA Way: <http://www.sfasu.edu/4742.asp>
 - Respect for ALL students, ALL staff, and for each other is NOT an option; it is a REQUIREMENT.
 - Student workers are expected to be **punctual**. If you are delayed, you are **expected** to call before or within fifteen minutes of expected time of arrival. If you are ill, you **must** call in **daily**. Termination **may occur** if we do not hear from you.
 - Completion of Timeclock entry is **the responsibility of the student**. OMA Student Ambassadors will clock in and out during semesters. The pay periods are from the 1st-15th and from the 16th-the end of the month. Make sure you use the time clock appropriately. If you miss your clock in and out time, you must notify the Senior Secretary of the OMA.
 - Acceptable dress for work is jeans, pants, dress capris and dresses that are knee length and appropriate collar. Sweat pants, sweat suits and shorts are **not** permitted. Suggestive or distasteful clothing is **NOT** permitted. No hats are allowed during office hours or OL training class. Permission to wear athletic clothing/shorts will be given for occasions requiring physical labor (moving supplies/boxes).
 - When tasks have **not** been completed at the conclusion of your work period, inform your immediate supervisor of the progress.
 - The fax machine, copy machine, computers, and office equipment is for office use only. Personal use is NOT permitted. Student workers may NOT play games or quizzes on the computers, nor do non-work related web activities.
 - The nature of your work may require a long distance telephone code. The use of any long distance telephone code for personal use is illegal and will result in termination from employment.
 - ALL files, student records, and work related information are confidential. Student employees are REQUIRED to maintain this confidentiality at all times. Written or verbal information cannot be removed from this office or discussed with others outside the OMA team.
 - Answering the telephone: Say, "OMA, this is – (your name), may I help you?"
 - Please, ask for assistance if you are uncertain of the answer. There are occasions when you may think that your answer to a question is correct, but a staff member may overhear it and is

obligated to correct the information. We do not seek to embarrass you, but we must distribute correct information. When taking telephone messages, please get the caller's complete name and telephone number WITH area code IF long distance. Be sure to also write down the students' ID number.. Repeat the digits to the caller to ensure accuracy. Also, note the time and date and initial in the appropriate place. Place messages in the appropriate box.

- Do not leave the office unattended. Answer the phone promptly.
- Please use the Telephone Guide in the Campus Directory to make appropriate transfer calls. Please be **courteous** when asked to transfer a call to another office.
 - a. This is a vital service for students as well as staff and those calling outside the SFA community. Please take care to transfer to the appropriate office and give to the person calling the **correct phone number in case they are disconnected.**
- Report non-functioning equipment and the need for supplies to the Senior Secretary of OMA immediately.
- If you work a consecutive four-hour period, you may be permitted to take a fifteen minute break - break times are not scheduled. Time taken to eat CANNOT be counted as work time. If a break is scheduled, please take it when it is least busy in the office and with your supervisor's permission. Food may be placed inside the refrigerator. Please discard unused food portions, wash dishes, and CLEAN up after yourself immediately, i.e. cups, dishes, silverware, etc.
- The image others have of our office and services will be directly related to their impression of our staff - both full time and student workers. Incorporate professional telephone etiquette and an attitude of helpfulness in greeting all who call or visit our office.

26. OMA Student Ambassadors will participate in all OMA activities and events throughout the fall and spring semester.

27. Proactively accept tasks/other duties as assigned.

In accepting the position of OMA Student Ambassador for the Office of Multicultural Affairs at Stephen F. Austin State University, I, _____, understand that I will be held to a certain standard of professionalism and job performance. I **agree to follow** these policies and procedures. It has been **explained** and I **understand** that **failure** to adhere to these guidelines **can result in termination, informal and/or formal warnings, additional training, temporary suspensions and/or other consequences**. If an OMA Student Ambassador would like to return for the 2017-2018 school year, they must notify the Assistant Director of OMA in advance and reapply for the position.

OMA Student Ambassador Signature

Date

Professional Staff Signature

Date