



The 2020-2021 Chief Experience Officers (CEO) are key members of the St. Jerome's University Ambassador Team. They are supported by, and report to the Manager of Outreach and Recruitment and work in close co-operation with the Admissions and Recruitment Coordinator and Outreach and Recruitment Associate as well as members of the Student Affairs Team.

The CEOs are upper year full-time undergraduate students who are connected to St. Jerome's University as either academically registered students and/or live, or have lived, in residence. The time commitment required varies depending on the time of the term, but CEOs will be busy during the Experience Guide training week (~5 – 10 hours) as well as the days leading up to a recruitment event. Students in other leadership roles are encouraged to discuss handling dual roles with both potential supervisors before committing to both.

The CEOs will:

- Oversee the 2020-2021 SJU Ambassador Team, including promoting, hiring, training, and supporting the Experience Guides and Volunteers.
- Contribute to the development of SJU tours and visits.
- Assist with the planning and coordination of recruitment events, especially Open Houses and Calling Campaigns.
- Offer insight as student advisors on recruitment initiatives offered by SJU.
- Provide tours of SJU to prospective students and visiting guests.
- Hold Saturday shifts once per month in the SJU Experience Centre.
- Be a great example of engaged student leadership at SJU, and a mentor to other students on the Ambassador Team.
- Assist with development & management of blog posts and admitted student webpages.
- Plan activities for Experience Guide development days.
- Other responsibilities may be discussed once the team is together.

REQUIREMENTS

- Current, full-time upper year undergraduate student connected to St. Jerome's University.
- Good academic standing in your program.
- Authentic pride and enthusiasm for St. Jerome's University.
- Knowledge and willingness to learn about St. Jerome's University.
- Demonstrates an ability to offer an above and beyond experience to visiting guests.
- Team-player who is also capable of providing leadership to the team.
- Full commitment expected to this leadership opportunity.
- *Preference will be given to upper year students, and students who have been Experience Guides in the past.*

COMPENSATION

The position of CEO is a volunteer position. Students in the program will have the opportunity to receive professional and personal development, improve their public speaking and communication skills, and build up their resume experiences. Students will be recognized and rewarded for their time in this role.

APPLICATION

Applications will be available online (sju.ca/xg) or from the Experience Centre in Sweeney Hall beginning **Monday, February 17th, 2020** and must be received no later than 11:59pm on **Friday, February 28th, 2020**. (Students interested in applying may want to connect with current CEOs with questions about the position).

Please respond to the following details and three questions (one paragraph per question):

Full Name:

UW Student ID Number:

Program:

Year/Term (eg. 2B):

Email Address:

- 1. What would the Ambassador Team gain by hiring you as a CEO?**
- 2. What would you gain out of the experience of being a CEO?**
- 3. Let us know about a positive customer service experience you've had with a company/organization, describe to us a company/organization that you admire because of their customer service. Why should SJU also consider delivering high quality customer service to prospective students?**

Please respond to all questions through the eRezLife system.

Interviews will take place March 9th-13th. Announcements will be made by Monday, March 16th, 2020.

Any questions may be directed to:

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