

Compensation

- \$1 .00 an hour

Outreach

- Utilize good design principles and editorial style guide to assist the Marketing & Communications Coordinator with editing and approving OHA social media and blog posts
- Act as a liaison between HRE and other student groups on campus
- Collaborate with campus partners and promote the HRE brand
- Maintain and update inventory of marketing materials and resources, including but not limited to refreshing publications and advertising in HRE Facilities and Campus Departments
- Develop semesterly social media plan for HRE Facebook, Instagram, YouTube, and Twitter; assist in the creation of social media content; and track social media analytics
- Track inventory of promotional giveaway items
- Make text or design updates on HRE's content management system (website)
- Write weekly blog posts for HRE Living Room Blog

Prospective Student Recruitment

- Give prospective students and their parent's tours of housing facilities
- Act as the main tour guide for VIP tour requests
- Represent HRE at recruitment events and provide housing information to interested students (some after hours events, and weekend events required)
- Additional recruitment or tabling events that may arise

Customer Service

- Models the highest level of customer service and works to ensure customer satisfaction by analyzing complaints, concerns and suggestions for ways to improve student satisfaction
- Assists in the university housing move-in and move-out processes, break, and holiday closing
- Identifies opportunities to enhance the website with up to date information, and makes website edits when appropriate
- Acts as an information source to students about resources available within the university
- Possesses extensive knowledge of on-campus housing options

Administrative

- Interviewing, training, and evaluating OHAs
- Assist Marketing & Communications Coordinator in creating OHA schedules
- Responds to general housing emails and phone calls, particularly those affiliated with outreach, marketing, or tours
- Assists in day-to-day administrative tasks and projects established by the supervisor

Preference may be given to individuals able to begin working in as soon as possible. Please contact Grace McGregor with any questions at gmcgregor@housing.utah.edu