

POSITION TITLE:	Student Ambassador
DEPARTMENT:	Student Experience and Housing
REPORTS TO:	Housing Manager and Administrative Assistant
EFFECTIVE DATE:	September 8 – December 21, 2026

GENERAL ACCOUNTABILITY

Renison Student Experience and Housing is recruiting **two (2) senior Waterloo students** to serve as a Student Ambassador for the Fall 2026 academic term. These student staff will work approximately 1-3 hours per week in person. Each Student Ambassador typically will facilitate tours as needed between the hours of 9:30am and 4:30pm Monday to Friday, with the possibility of Saturdays between 9:00am and 4:00pm during Open House events.

The successful candidates will have the opportunity to enhance their communication and public speaking skills by serving as a positive ambassador for the Renison University College campus community.

This position works in collaboration with the Student Experience and Housing team under the operational guidance of the Housing Manager and Administrative Assistant.

NATURE & SCOPE

The position of Student Ambassador requires the ability to provide information about Renison's academic programs, residence life, and student experience to prospective students, families, and partners.

- Interpersonal Contacts: this position requires the incumbent to work collaboratively with the Student Experience and Housing team. The successful candidate must possess a willingness to develop their communication skills and be comfortable initiating conversations, facilitating small talk, and building rapport with visitors.
- Decision-Making Authority: this position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve consultation with appropriate personnel. Required to investigate issues and provide explanation or suggestions as able.
- Level of Responsibility: this role has defined duties and responsibilities and receives direct supervision. The Student Ambassador will be expected to have a strong understanding of cross-cultural awareness. There are no direct reports.
- Physical and Sensory Demands: physical work is required to walk outside on campus to pick up visitors from Visitors Centre, and conduct tours around the Renison building.

KEY ACCOUNTABILITIES

Conducting Renison Tours

- Lead academic and residence tours as part of Renison's formal campus visit program.
- Represent Renison as an ambassador at on-campus events or activities as needed.
- Serve as an approachable and positive ambassador on behalf of Renison; have fun connecting with prospective students while being honest and willing to share your student experiences.

Social Media

- Provide support occasionally with filming of social media content for Renison social media channels.

Administrative

- Keep the Administrative Assistant informed of your availability and schedule for when you can facilitate tours.
- Attend regular team meetings and training sessions scheduled by the Housing Manager or Administrative Assistant.
- Participate in evaluation processes in an honest and constructive manner.

Confidentiality and Security

- As an employee of Renison University College, a Student Ambassador must respect confidentiality as per their training. This includes disclosing information of significance to the Housing Manager and Administrative Assistant and respecting the Freedom of Information and Protection of Privacy Act.
- Ensure proper management of any Renison keys in your possession and maintain the safekeeping of these keys to ensure the safety and security of the greater Renison community.

QUALIFICATIONS

- Familiarity with Renison Residence through having lived at Renison for at least one academic term.
- Must be available for the Fall Open House event on November 14, 2026.
- Registered Waterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65% (preference will be given to students in their 2A term or higher). Student Ambassadors must maintain [good academic standing](#) as per their faculty definition, as well as abide [by academic integrity policies](#). Failure to adhere to these conditions may lead to remedial action, up to and including dismissal.
- Strong communication, public speaking skills, and customer service orientation.
- Ability to work independently and as part of a collaborative team.
- Comfortable initiating conversations and building rapport with visitors.
- Ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.

BENEFITS

In exchange for accepting the position, a Student Ambassador will be compensated \$17.60 per hour, in addition to vacation pay, by Renison University College, and will work approximately 1-3 hours per week.

POLICIES OF RENISON UNIVERSITY COLLEGE

The Student Ambassadors are to always act as positive role models for Renison. Any violation of Renison University College rules, negligence in informing the Administrative Assistant or Housing Manager of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Student Ambassador, is considered dereliction of the Student Ambassador's duties. Dereliction of duties may result in termination of the appointment and forfeit of income and allowances.

WORKING CONDITIONS

Travel: None

Working Hours: Inconsistent working hours; shifts will be scheduled for one hour at a time as needed. Hours will vary depending on times when students are not in class, including mornings, afternoons, evenings, or weekends.

Risks – physical and psychological:

None