

SEAS Program Ambassador – Job Description

Student Equity and Success Center (SEAS)

The **Student Equity and Success Center (SEAS)** at Cal State East Bay provides a range of programs and services designed to support the academic success, retention, and graduation of low-income, first-generation, historically underrepresented, and underserved student populations. SEAS houses six impactful programs: **EOP, EXCEL, GANAS, PIAA, Renaissance Scholars, and Sankofa Scholars**—each committed to serving students from diverse communities and cultural backgrounds.

Position Overview:

Under general supervision, the **SEAS Program Ambassador** will assist the SEAS Affinity and Academic Program Admissions and Engagement Coordinators. Ambassadors will serve as the first point of contact for students, families, and campus visitors who call or visit the SEAS Center, providing a welcoming and supportive presence.

This role offers a unique opportunity to be a resource to peers, assist with programming, and support the mission of equity and inclusion across campus. Program Ambassadors will also contribute to the planning and implementation of educational, cultural, and social initiatives within SEAS and participate in both **on-campus and off-campus outreach events** representing the department.

SEAS Program Ambassadors are leaders and role models on campus who represent SEAS and the university as a positive, inclusive, and dynamic learning and living environment.

SEAS Ambassadors Are:

- Leaders and role models who represent SEAS and CSU East Bay with integrity and pride.
- Advocates for equity, inclusion, and student support.
- Energetic team players who are passionate about helping others thrive on campus.

Duties include, but are not limited to:

- One year commitment is preferred.
- Have a clear understanding of and abide by all university policies, including the “University Code of Conduct.”
- Provide accurate information about SEAS programs and services.
- Support program staff with day-to-day administrative tasks.
- Greet and assist students, families, and campus guests at the front desk.
- Data Entry. Record and transfer information into a database.
- Answer all incoming calls on a multiple line phone, screening calls and transferring to appropriate staff person or department.
- Retrieve messages from voicemail and return calls.
- Conduct phone calls to students and prospective students regarding deadlines/requirements/ interest in the different programs.
- Assist with the filing of confidential documents.
- Offer clerical support (copying, typing, deliveries) to the various units within SEAS.
- Assist and coordinate with staff on departmental projects and/or events.

- Attend training sessions and required monthly meetings.
- Understanding students' needs and how to refer to campus resources or appropriate offices.
- Assist with recruitment, recognition, evaluation and logistics of the program (e.g., promote participation; monitor RSVP lists; assist with planning, setup, and cleanup for events).
- Assist with creation of promotional and event materials (e.g., flyers, posters, etc.).
- Assist with departmental mass mailings and support with social media platforms and marketing (e.g., Instagram, Facebook, TikTok, etc.).
- Document all direct contacts with program participants.
- Assignment to projects, outreach events, and/or administrative duties.
- Conduct tours/presentations of the Cal State East Bay campus as well as office/program spaces and services for prospective students/families, K-12, and/or community college students.
- Present to high school and/or community college students about the SEAS Programs.
- Participate in presentations and student panels for prospective students.
- Help organize and promote SEAS events, workshops, and outreach efforts: Study Jams, Open House, Welcome Orientations, End of Year Ceremonies, Preview Day, Welcome Day, etc.
- Represent SEAS at university events, tabling sessions, and community outreach.
- Assist in maintaining a positive, inclusive, and respectful environment in the SEAS Center.
- Assist SEAS staff in referring students to workshops, events and appointments.
- Recruit SEAS students to participate in SEAS events.
- Other duties as assigned.

Minimum Qualifications:

- Current participant in one of the SEAS Programs.
- Must be a currently enrolled student in good academic standing: cumulative GPA of 2.5 or higher.
- Familiarity with or willingness to learn about SEAS programs.
- Strong communication, interpersonal skills and public speaking skills (written and interpersonal).
- General office experience (customer service experience desirable).
- Experience answering phones.
- Experience using Microsoft Office and Google Suites.
- Ability to work collaboratively with diverse student populations and staff.
- Ability to work effectively in a team-oriented environment.
- Ability to work accurately and efficiently in a fast-paced environment with minimal supervision.
- Must be organized, committed, and a self-starter.
- Interest in student success, leadership, and campus engagement.
- Good organizational skills and a commitment to helping students.
- Knowledge of Canva, Adobe, and social media platforms.
- Commitment to student success and personal development.

Applicants must be available the following dates:

June 23rd - July 3rd, 2025* for interviews

August 11th -14th, 2025* (10am-2pm) for training

*Note: Subject to change

SEAS is an at-will employer. Federal Work Study (FWS) is not required, but students with FWS are encouraged to apply. Hours will range between 10-20 hours per week, and begin at a rate of \$18 per hour.

If you have any further questions regarding this position, please contact Student Equity and Success (SEAS) at seas@csueastbay.edu.