Job Description
Cardinal Ambassadors serve two important roles for the University of Louisville: public relations representative and tour guide. The position requires ambassadors to become extremely knowledgeable and resourceful and learn how to identify answers/solutions to visitors’ inquiries. Top candidates will be engaged in campus initiatives and activities. Most students work between 10 and 20 hours per week.

1. Public relations representative
   • Provide front-line customer service in the Visitor Information Centers
   • Research inquiries and assist customers/visitors in locating university buildings, departments, and programs
   • Provide directions/information about Metro Louisville
   • Assist with parking information, permits and directions to campus
   • Answer and direct incoming phone calls
   • Assist with welcoming prospective students for the daily campus visit program
   • Assist with Special Events promoted by the Office of Communications & Marketing

2. Tour Guide
   • Serve as an official university marketing representative
   • Conduct campus tours for elementary and middle school students, as well as specialty tours
   • Candidates should be comfortable with public speaking and demonstrate confidence and campus spirit

Note: This application may be completed using Adobe Acrobat and printed, or else printed blank and completed by hand.
Personal Information

Last name ___________________________ First Name ___________________________ Middle Name ___________________________

Student ID Number ___________________________

Louisville Street Address ___________________________ City ___________ State ___________ Zip Code ___________

Home Street Address ___________________________ City ___________ State ___________ Zip Code ___________

Cell Phone ___________________________ Louisville phone (dorm or apt) ___________________________

University e-mail Address ___________________________

Emergency Contact ___________________________ Phone Number ___________________________

Date available for employment ___________________________

Referred by ___________________________

Academic Information

Major/Minor/School or College: ___________________________ Current GPA: ___________________________

Year: SO JR SR ___________________________ Expected date of Graduation: ___________________________

Campus Information

Please list campus extra-curricular activities, scholarships, positions, organizations, awards, intramurals, study abroad, internships, co-ops.
Please list other areas you are interested in (e.g. sports, hobbies, community service work).

Employment History

Previous Employer

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<th>Position</th>
<th>Duties</th>
<th>Dates</th>
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Supervisor & Phone

Previous Employer

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Supervisor & Phone

Important: Requirements to consider prior to submitting an application

Due to summer training requirements and other obligations of a Cardinal Ambassador there are conflicts with some University positions.

• Must be available 3 weeks during the summer or two weeks prior to the Fall semester. Must be available during the Fall/Spring/Summer semesters. Engineering students are eligible to work during Summer while attending classes.

• Center hours of operation are Monday through Friday 7:45 AM – 4:00 PM, year-round.

• All university offices are open M-F even when classes are not in session.

• Time off must be requested two weeks in advance, including fall break, holiday breaks and approved via email.

• As a first year Ambassador you are required to work part of Spring break.

I authorize the University of Louisville and its agents to investigate the information provided by me in this application and supporting material and to conduct a criminal records background check, and I release any such school or former employer and its agents from any liability for releasing such information.

Signature

Date
The student named above is applying for a Cardinal Ambassador position with the University of Louisville Visitor Information Centers. The purpose of this form is to assist us as we consider applicants. We appreciate your candid evaluation of the student applicant based upon your experience with him/her.

Cardinal Ambassadors serve two important functions for the University of Louisville, public relations representative and tour guide. The position requires ambassadors to serve as front-line customer service representatives for visitors and prospective students. Ambassadors must become extremely knowledgeable and resourceful and learn how to identify answers/solutions to visitors’ inquiries and conduct campus tours with enthusiasm and confidence. Top candidates will be engaged in campus initiatives and activities and demonstrate campus spirit.

How long have you known the applicant? 

In what capacity do you know the applicant? 

Please evaluate the applicant based on each of the following traits.

1 = Low. 5 = High. NB = No basis for judgment.

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<th>Trait</th>
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</table>

Please List any other information you think describes this student’s ability to represent the University of Louisville.

Signed: ___________________________ Date: ___________________________

Title: ___________________________ Email: ___________________________
Applicant: ____________________________ Date: ________________

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In what capacity do you know the applicant? __________________________________________________________________________

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- Enthusiasm 1 2 3 4 5 NB
- Punctuality 1 2 3 4 5 NB
- Attitude 1 2 3 4 5 NB
- Responsibility 1 2 3 4 5 NB
- Dependability 1 2 3 4 5 NB
- Friendliness 1 2 3 4 5 NB
- Maturity 1 2 3 4 5 NB
- Judgment 1 2 3 4 5 NB
- Problem solving 1 2 3 4 5 NB

Please List any other information you think describes this student’s ability to represent the University of Louisville.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Signed: __________________________________________________________________ Date: ________________

Title: ____________________________ Email: ____________________________

Much thanks for your support to help us recruit our Cardinal Ambassadors!