



Off Campus Living

Neighborhood Ambassador Position Description 2026-2027

Neighborhood Ambassadors are student peer leaders who work as part of the Off-Campus Living Office, within the Dean of Student Office, under the direction of the Off-Campus Area Coordinator and an Assistant Dean of Students. The Neighborhood Ambassador position has been designed to support community development and to serve as a liaison between students living off-campus and the University. Neighborhood Ambassadors contribute to the development of the off-campus community by assisting with the personal development of off-campus residents, encouraging responsibility, student safety, and promoting an inclusive environment where diverse perspectives are welcomed and respected. In addition, Neighborhood Ambassadors provide an essential communication link between students and the University. Neighborhood Ambassadors are expected to embody University policies and community standards and encourage responsible citizenship by exemplifying these values.

The following document describes the job responsibilities, qualifications for application, selection, conditions of employment, and compensation for the Neighborhood Ambassador position.

Job Responsibilities

A. Leadership

1. Serve as a role model for responsible behavior, personal integrity, maturity, and commitment to Jesuit philosophy of education of the whole person, both on-campus and off-campus.
2. Exercise good judgment and ethical decision-making, both on and off-campus.
3. Facilitate a positive environment where residents are held accountable in a manner that fosters respect and dignity for all involved.
4. Act as a liaison between students, City of Santa Clara residents, the University, and City of Santa Clara officials.
5. Be knowledgeable about University policies, including those outlined in the Student Handbook, and encourage responsible citizenship through adherence to these standards.
6. *Act as the primary lead for an assigned section of off-campus students living in the City of Santa Clara, conducting regular outreach, proactive support, education, and community engagement.
7. Provide peer education and build community through day-to-day contact with students.

B. Community Development

1. Provide referrals to on-campus resources for students with academic, personal, social, and financial concerns and report referrals to their supervisor.
2. Promote an understanding of responsible neighborhood living that respects the rights of others and supports students' social and academic goals.
3. Participate in setting objectives in relation to student needs and plan and implement specific opportunities (educational, social, recreational, religious, or cultural) related to student interests or needs.
4. Foster community through the intentional usage of appropriate programmatic initiatives.
5. Provide mediation for off-campus housing disputes, with a focus on fostering positive academic and personal outcomes for students.

C. Integrated Education

1. Collaborate with the Off-Campus Area Coordinator and fellow Neighborhood Ambassadors to develop co-curricular programs that meet the needs of upper-class residents and enhance their community engagement.

2. Refer students to campus events, service opportunities, and other resources.
3. Promote activities and resources that enhance academic success.

D. Administrative Responsibilities

1. Support University administrative policies while advocating for students by guiding them on how to address policy, facilities, or event-related concerns.
2. Maintain a friendly and professional attitude as a representative of the Off-Campus Living Office through all forms of communication (i.e. in-person, social media, phone, email, videoconferencing).
3. Assist in the upkeep of the Off-Campus Living Office by completing in-person office hours, answering the office phone and email, completing assigned projects, and required paperwork in a timely and thorough manner.
4. Attend Staff Meetings, Supervisory Meetings, Liaison Meetings, NURC meetings, and City of Santa Clara meetings, as assigned by the Off-Campus Area Coordinator.
5. Collaborate with ASG on projects and initiatives that address the needs of off-campus students and foster connections with the Santa Clara community.
6. Disseminate campus and City of Santa Clara information to residents, attend and participate in staff training sessions, in-services, and workshops.
7. Report directly to the Off-Campus Area Coordinator. Participate in evaluation procedures, including self-evaluation and student evaluations.
8. Perform other duties as assigned by the Off-Campus Area Coordinator, Assistant Dean for Off-Campus Student Life, and other administrators in the Division of Student Life.
9. Behave according to all policies and standards of behavior as outlined in the Student Handbook.
10. Serve as a Campus Security Authority (CSA) and comply with reporting obligations under the Clery Act when informed of certain incidents.
11. Serve as a responsible employee for allegations regulated under Title IX.

Qualifications for Application, Selection, and Conditions of Employment

1. Maintain a minimum cumulative GPA of 2.50 or higher both at the time of application and throughout employment.
2. Enrolled as a full-time undergraduate student with a minimum of 12 academic units per quarter for the entire academic year (students wishing to take over 18 units in a quarter must obtain approval from their supervisor); or enrolled as a full-time graduate student (NA Returners Only).
3. Have class standing as a rising junior or senior undergraduate student prior to employment; or be a graduate student returning to the Neighborhood Ambassador position.
4. Be in good behavioral standing with the University during the entire term of employment (i.e. not on Housing Contract Probation or Disciplinary Probation. See Student Handbook for complete listing of policies).
5. Must reside off-campus (private rental property, SCU Neighborhood Unit, etc.) for the entire 2026-2027 academic year.
6. Work an average of 15 hours per week, including 10 office hours, a 1-hour staff meeting, a 30-minute one-on-one meeting with your supervisor, and remaining hours dedicated to community events and/or other assigned commitments (e.g. neighborhood outreach).
7. Be available to work during the following time periods:
 - a. **Neighborhood Ambassador Formation:** Be available for required NA training from September 14-21, 2026 and have no other commitments until classes begin. Any potential conflicts must be discussed in advance with the Off Campus Area Coordinator.
 - b. **OCL Large-scale Weekend Events:** Be available to assist with the OCL Walkabout (Saturday, September 26, 2026) and Halloween Picnic in the Park (TBD - either Saturday, October 24, 2026 or Saturday, October 31, 2026).



- c. **Tabling Events:** Be available to assist with quarterly Involvement Fair Tabling, Family Weekend Tabling/Workshops (Two-Day commitment in February 2027), and Preview Day Tabling (Saturday in April 2027), etc.
 - d. **OCL Programming:** Lead OCL evening workshops, presentations, and programming events on weekdays during Fall, Winter, and Spring quarters.
 - e. **Off Campus Housing Orientation (OCHO):** Lead weekday evening OCHO presentations during Winter Quarter.
8. Work effectively as part of a team, demonstrating self-awareness, mature judgment, and collaborative skills.
 9. Demonstrate effective written and oral communication skills, as well as time-management.
 10. Have the ability to respond to emergency situations, including natural disasters, where sight, hearing, speech, and unassisted upper body mobility may be required.

Compensation

Neighborhood Ambassadors will receive a grant-in-aid award of \$2,760 per quarter (Fall, Winter, Spring), as part of their financial aid package, contingent upon continued employment in the role.

Please Note: Financial aid may be affected by the NA grant in aid package. Please check with the Financial Aid Office for guidance on your individual situation.