

# JOB LISTING

## Ambassador (Backup)

**Position Available: Immediately**

**Posting Date: 07/16/2014**

**End Date: Open until filled**

Maryland University of Integrative Health (formerly Tai Sophia Institute) is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated and informed leaders in health and wellness through transformative and relationship-centered programs that draw from contemporary science and traditional wisdom. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. MUIH's on-site Natural Care Center offers compassionate and affordable healthcare from student interns and professional practitioners.

Maryland University of Integrative Health is seeking cordial and diligent individuals to provide "first contact" support for the University on an as needed basis. Our ambassadors are a representation of the University's philosophy and warmth to visitors and callers to the campus. The right person in this job will ensure the safety, security, and sense of welcome to all members and guests of MUIH.

This backup position works on an "as needed" basis, filling in for regularly scheduled ambassadors who are taking time away from work. No amount of hours is guaranteed.

### Responsibilities/Duties

Responsibilities/duties include, but are not limited to:

- Greeting and tending to visitors, staff, faculty, and students so that they feel welcomed and adequately served, enforcing an established system of visitor control and facility access
- Answering incoming telephone calls as campus operator and directing appropriately
- Assisting with classroom set-up as needed, including first-line A/V support
- Forwarding general delivery email and postal mail to the appropriate department
- Metering all mail the mail room to go out via USPS prior to daily mail pickup and delivery
- Providing general administrative support and project work as directed
- Checking the University's main voicemail account as needed and addressing and/or forwarding messages
- Processing "lost and found" items
- Maintaining the order of the reception desk and lobby area, including posting of room schedules, filling brochure displays, etc.
- Performing periodic patrols (interior and exterior) in accordance with established routes, schedules, and procedures
- Monitoring and operating fire alarm and intrusion detection systems and other protection devices or equipment
- Investigating alarms (smoke, fire, emergency, intrusion/egress, etc.) and taking effective response actions, including reporting the alarm cause/incident/correction
- Responding to and taking appropriate measures for emergencies/incidents, such as fires, crowd control, etc.

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- Reporting potentially hazardous conditions and items in need of repair, turning off unnecessary lights, closing/opening windows, checking safes, locking doors/cabinets, and opening and securing gates and doors when appropriate
- Preparing reports on accidents, injuries, fires, smoke, bomb threats, unlawful acts, alarms, hazardous conditions, security incidents/violations, and any unusual incidents, as well as routine post/shift reports
- Conducting periodic safety and housekeeping inspections as directed
- Performing other duties as assigned

### Qualifications

Required:

- A minimum one year of experience in a support role in a busy and dynamic office
- Stable job history
- Excellent customer service and communication skills
- Professional image presented at all times
- Proficiency with Microsoft Office and basic office equipment
- Ability to appropriately handle confidential information

Preferred:

- Prior security experienced preferred
- Ability to be on the "alarm call list" preferred
- Proficiency with standard audio/visual equipment preferred
- Familiarity with the mission and philosophy of MUIH preferred

**To apply:** Interested individuals should forward a resume with a cover letter (including desired hourly pay rate) to our Office of Human Enrichment at [jobs@muih.edu](mailto:jobs@muih.edu), referencing "1428 – Ambassador (Backup)" in the subject line of the email.

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Maryland University of Integrative Health is committed to being, communicating, and educating in ways that recognize and honor the full range of human diversity. Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law. Equal Opportunity Employer