

JOB LISTING

Ambassador (Weekend)

Position Available: Immediately

Posting Date: 06/05/2015

End Date: Open until filled

Maryland University of Integrative Health is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated practitioners in health and wellness through transformative and relationship-centered programs that draw from traditional wisdom and contemporary science. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. In our on-campus Natural Care Center and community outreach settings, we provide compassionate and affordable healthcare from student interns and professional practitioners, and deliver more than 35,000 clinical treatments and consultations each year.

Maryland University of Integrative Health is seeking cordial and diligent individuals to provide "first contact" support for the University on the weekends. 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.

Shifts are from 7:00 a.m. to 1:15 p.m. and from 1:15 p.m. to 7:30 p.m. on both Saturday and Sunday. Additional fill-in shifts may be available during the week on an "as needed" basis.

Responsibilities/Duties

Duties include, but are not limited to:

- Greet and tend to visitors, staff, faculty, and students so that they feel welcomed and adequately served, enforcing an established system of visitor control and facility access
- Answer incoming telephone calls as campus operator and direct appropriately
- Assist with classroom set-up as needed, including A/V and technical support
- Investigate alarms (smoke, fire, emergency, intrusion/egress, etc.) and take effective response actions, including reporting the alarm cause/incident/correction
- Respond to and take appropriate measures for emergencies/incidents, such as evacuation, crowd control, etc.
- Forward general delivery email and postal mail to the appropriate department
- Meter all mail to go out via USPS prior to daily mail pickup and delivery
- Provide general administrative support and project work as directed
- Check the University's main voicemail account as needed and address and/or forward messages
- Process "lost and found" items
- Maintain the order of the reception desk and lobby area, including posting of room schedules, filling brochure displays, etc.
- Perform periodic patrols (interior and exterior) in accordance with established routes, schedules, and procedures, turning off unnecessary lights, closing/opening windows, checking safes, locking doors/cabinets, and opening and securing gates and doors when appropriate

JOB LISTING

Ambassador (Weekend)

continued (2 of 2)

- Monitor and operate fire alarm and intrusion detection systems and other protection devices or equipment
- Conduct periodic safety and housekeeping inspections as directed, reporting potentially hazardous conditions and items in need of repair
- Prepare 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
- Perform other duties as assigned

Qualifications

Required:

- High school diploma or equivalent
- A minimum two years of experience in a support role in a busy office or in a security position
- Stable job history
- Proficiency with standard audio/visual equipment, or ability to master the necessary systems
- Excellent customer service and communication skills
- Ability to present leadership and give direction
- Professional image presented at all times
- Intermediate proficiency with Microsoft Office and basic office equipment
- Ability to appropriately handle confidential information

Preferred:

- Bachelor's degree
- Ability to be on the "alarm call list"
- Familiarity with the mission and philosophy of MUIH

To apply

Interested individuals should forward a letter of interest **listing desired hourly pay rate and preferred shift(s) and days(s)** and resume to our Office of Human Enrichment at jobs@muih.edu, referencing "1519 – Ambassador" in the subject line of the email.

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