

New Student & Family Programs

Family RAMbassadors

New Student & Family Programs Mission

The mission of New Student & Family Programs is to provide new undergraduate students the information and activities needed to transition smoothly to the University of North Carolina at Chapel Hill, and to promote an on-going relationship between the parents/families of all Carolina students and the University in support of their students' success at Carolina.

New Student & Family Programs Core Values

Learning: Facilitate the student academic experience

Student Success: Provide support through transitions

Inclusivity: Cultivate an inclusive campus community

Collaboration: Foster community connections with internal and external partners

Communication: Communicate expectations, services, and resources

Leadership: Promote leadership and engagement opportunities

Position Description

New Student and Family Programs (NSFP) at UNC Chapel Hill is seeking candidates for the Family RAMbassador position. The Family RAMbassador position is intended for students who have served in a student leadership role with NSFP before and have a strong interest in continuing to serve Carolina families as event staff during Carolina Family Weekend October 30 – November 2, 2025.

Family RAMbassadors will assist in the implementation and assessment of Carolina Family Weekend. Focusing primarily on event management, RAMbassadors will provide day-of logistical support to signature events including but not limited to event preparation, check-in processes, staffing support, vendor and campus partner relations, and so forth. Additionally, RAMbassadors will provide exceptional customer service in an effort to support the experiences of families and supporters as they experience campus with their students. Selected candidates will be supervised by the Family Communications Coordinator and work closely with NSFP Fellows.

Family RAMbassador Learning Outcomes

As a result of being a Family RAMbassador, student will:

- Understand the role of New Student and Family Programs at UNC Chapel Hill.
- Understand the importance of engaging families in student experience.
- Understand the various aspects of large-scale event planning and preparation.
- Demonstrate strong customer service skills and techniques.
- Enhance their ability to problem solve and critically think through solutions and challenges.
- Prioritize multiple tasks and responsibilities effectively and efficiently.
- Identify the importance of fostering a positive work environment and culture.
- Cultivate an environment that is supportive and welcoming by advocating for and executing inclusive practices.
- Articulate how contributions in role relate to career aspirations.

Qualifications

- Must be a full-time undergraduate student; have a minimum 2.5 GPA and be in good disciplinary standing with UNC.
- Exhibits advanced foundation of content knowledge of the University of North Carolina at Chapel Hill & NSFP office.
- Demonstrate the ability to problem solve, take initiative, and manage conflict.
- Demonstrate interest in advancing skills learned from a former student leader position.
- Exhibit good teamwork, communication, and interpersonal skills.
- Available to attend **all** required training meetings and programming dates.
- Demonstrate respect for the diverse Carolina community and exhibit a desire to work well with a diverse group of students, staff, faculty, administrators, new students, and new family members.
- Exhibit leadership potential, professional demeanor, strong work ethic and willingness to accept responsibility.

- Abide by all University policies and civic laws.

Job Responsibilities

Serve in multiple capacities from Thursday, October 30 – Sunday, November 2

- o Greet and assist families checking-in
- o Event set up, management, and break down of signature NSFP events (including but not limited to Check-In, Cheerwine & Design, Student Affairs Showcase, Coffee & Conversations with the Chancellor, Saturday Main Event, and Sunday Main Event)
- o Monitor events, support campus partners, and engaged with attendees
- Participate in required trainings with NSFP pro-staff and Family Fellows
- Serve as an ambassador of New Student & Family Programs, the Division of Student Affairs, and the University of North Carolina at Chapel Hill
- Other duties as assigned.
- Inventory and restocking materials in storage facility
- Creating and sending thank you messages to campus partners and vendors participating in the weekend.
- Debriefing and planning for following year

Conditions of Employments

- o Supervision
 - i. Will be directly supervised by the NSFP Coordinator but will also work closely with the Associate Director of NSFP and current Family Fellow on various projects.
- o Length of Position
 - i. Family RAMbassadors will be hired in August 2025 attend all Training Meetings leading up to Carolina Family Weekend (October 30 – November 2, 2025)
 - Intro Meeting: Aug. 25
 - Meeting 1: Family Programming Overview + Importance of CFW: Monday, Sep. 22
 - Meeting 2: CFW Logistics, Schedule Review + Shift Review: Monday, Oct. 13
 - Meeting 3: Event Management Training + Assignments: Monday, Oct. 20
 - Meeting 4: Final Schedule Review + Briefing with Pro Staff: Monday, Oct. 27
 - Post-CFW Debrief: Early November (Date TBA)
- o Conduct
 - i. This position carries an obligation to conduct themselves in a manner appropriate to their position as a representative of the University and to live and work in accordance with, uphold, and abide by all University policies and regulations. Any violation of these policies will be reviewed and addressed on a case-by-case basis and may result in immediate termination.
- o Communication
 - i. Per University HR Policy, all faculty, staff and student-employees must use University-owned, managed, or approved email addresses for all work-related email correspondence (i.e. Email accounts that end in unc.edu). Teams

Compensation & Benefits

- \$350 stipend following Family Weekend
- Two Carolina Family Weekend + Ambassador t-shirts as part of Friday and Saturday uniforms.
- Declining balance of funds for ~2 meals on Friday and Saturday; other meals will be provided during Family Weekend events. Meals will also be provided during the first Intro Meeting (August 25) and Final Schedule Review with Pro Staff (October 27).
- Professional development by way of mentorship, training, and hands-on experience.
- Networking opportunities with university staff and student leaders.