

## AMBASSADOR DIPLOMAT EDITION

### Interview Tip:

#### Behavioral Interview Prompts

Employers often ask questions about how you responded to specific situations. For example:

- Tell me about a time when you experienced a conflict while working on a team.
- Describe a time when you had to work well under pressure.
- Give me an example of a time when you showed initiative and took the lead.
- Tell me about a time when you made a mistake, and how you handled it.

#### S.T.A.R. Method

You can use STAR as a framework to structure your response to behavioral interview questions.

- Describe the context and background for a **situation** that's relevant to the question.
- Explain the **task** that needed to be completed. What was the goal?
- Outline specific **actions** you took. How did you exhibit transferable skills?
- Share the **results** of your actions. What was the outcome? What did you learn?

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## YOUR EXPERIENCE

### LET'S TALK ABOUT YOUR ADMISSION AMBASSADOR OR DIPLOMAT EXPERIENCE

Rollins Admission Ambassadors and Admission Diplomats serve as college representatives in a variety of settings: tours, panels, student interviews, and more. Key skills developed through these roles include intercultural fluency, communication, professionalism, leadership, teamwork, critical thinking, and problem solving. Use this guide to help you elaborate on these skills on your resumes, cover letters, and interviews.

#### TRANSFERABLE SKILLS

**Global/Intercultural Fluency** Considering the global makeup of Rollins families, you interact with, educate, and lead informative tours for culturally diverse audiences. You are effective in highlighting the Rollins value while demonstrating open-mindedness, inclusiveness, and sensitivity. These practices will be essential when you collaborate with people from different cultures and backgrounds as a professional.

**Oral/Written Communication** As an Ambassador/Diplomat, you articulate thoughts and ideas clearly and effectively (orally and in writing) to a variety of individuals: prospective and current students, families, faculty and staff. You also assist in student body panel sessions, where you may communicate in more than one language. Effective communication skills are valued by employers across industries.

**Professionalism/Work Ethic** You understand, are committed to, and demonstrate the mission and core values of Rollins College in a professional and enthusiastic manner. You exhibit tact and discretion while operating under the requirements of confidentiality. You learn about the importance of punctuality, professionalism, accountability, time-management, and delegation. These skills will help you excel as a professional in your chosen career.

#### SAMPLE RESUME ACTION STATEMENTS

- Led dynamic campus tours to groups of # visiting students and families
- Helped recruitment efforts by informing and encouraging prospective students about Rollins experience
- Anticipated concerns/questions by utilizing listening and problem solving skills
- Served as Rollins and Admission Ambassador in # student panel sessions
- Demonstrated inclusiveness, sensitivity, and respectful interaction with individuals from diverse ethnic and cultural backgrounds
- Managed extensive administrative work such as answering phone calls, emails, and scheduling events.

**Leadership** You demonstrate the ability to mobilize self and others when facing adaptive challenges. This requires you to step out of your comfort zone and allows you to empathize with and motivate the students and families you serve. Employers search for talented individuals who embody dedication and ethical leadership.

**Teamwork/Collaboration** To effectively support the Office of Admission, it is imperative that you build collaborative relationships with fellow diplomats and supervisory staff. Commitment to team effort and ability to accept and provide feedback is necessary for growth and success in this role. In the professional workplace, it is important to be able to work independently, but collaboration is key.

**Critical Thinking/Problem Solving** You have been required to stay up-to-date on changing landscapes as well as scripts, giving you the opportunity to evaluate and incorporate relevant information. You practice conflict resolution, creative problem solving, and active listening when anticipating and responding to inquiries. Employers value individuals who can identify and creatively solve problems.

\*\*Because each student's experience is different, use this as a general guide to help you articulate your unique experience.