

WELLNESS AMBASSADOR 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?

Rollins

EST. 1885

Center for Career & Life Planning

1000 Holt Ave. - 2787, Winter Park FL 32789
careercenter@rollins.edu | 407.646.2195
rollins.edu/career-life-planning

MARKET

YOUR EXPERIENCE

LET'S TALK ABOUT YOUR WELLNESS AMBASSADOR EXPERIENCE

Wellness Ambassadors (WAs) are student leaders who help promote the importance of wellness through event planning and advocacy. They serve as student representatives of the Wellness Center and provide knowledge and guidance for students who want to improve their overall health and well-being. As a Wellness Ambassador, you will develop various professional skills that can be transferable to any profession. Use this guide to help you elaborate on these skills on resumes, cover letters, and interviews.

TRANSFERABLE SKILLS

Leadership You exhibited the ability to step out of your comfort zone and model ethical leadership to facilitate campus and community development. Employers seek candidates who demonstrate dedication and initiative by leading beyond their roles. As a Wellness Ambassador, you were viewed as a role model, and other students turned to you for resources regarding the Wellness Center.

Project Management Within this position, you were required to hone your time management skills in order to set and complete necessary priorities. You were in charge of planning events regarding wellness topics like body image, alcohol consumption, sleep, and anxiety.

Time Management Event planning takes several weeks, therefore WAs are required to manage their time well so that they can have all logistics in place before the event takes place. This includes preparing supplies, delegating tasks, and completing to-do lists.

Professionalism/Work Ethic This role allowed you to enhance your professional skills, such as accountability, mindful listening, and attention to detail. You acted with social responsibility in mind, contributing to projects that address and provide solutions to meaningful causes. The integrity you portrayed will help you excel as a professional in your chosen career.

Teamwork Serving as a WA, you worked very closely and collaboratively with fellow Ambassadors as a team. Each year you've also worked with a sub-

team to plan events. This experience allowed you to demonstrate patience, delegation, and conflict resolution, essential skills necessary for working on teams in professional settings.

Initiative WAs have to become self-starters to succeed in the Ambassador program. Thinking ahead of possible issues that can arise is essential for event planning. Being inventive helps with last-minute problem-solving during events. This ability to think on your feet will make you an asset to your future employer.

Creativity Being creative helps WAs brainstorm unique ideas for activities related to wellness. Creativity increases the involvement and interests of students through games like the Kissing Booth, Connect More, and Jeopardy.

Communication Ambassadors must communicate with various departments and organizations to successfully plan events. They must also communicate updates, tasks, and logistics to other Wellness Ambassadors and the Health Promotions Team, on a weekly basis.

Professionalism Being a WA requires a high level of professionalism as you are working closely with the Wellness Center staff as well as staff members from other departments. Ambassadors must be reliable, competent, respectful, timely, ethical, organized, and accountable. These skills are transferable to all professions.

SKILLS & CERTIFICATIONS

- **Question. Persuade. Refer (QPR)**
- **Languages** Conversational in Spanish
- **Social Media** Facebook, Instagram, Twitter

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

SAMPLE RESUME ACTION STATEMENTS

- Educated students on the nine dimensions of wellness through outreach presentations and campus events
- Planned and executed health promotion events based on health trends among the Rollins College student population
- Designed marketing materials utilizing Canva software to promote campus events
- Managed volunteers to ensure positive event experience
- Informed students on important health and social wellness issues through interactive activities
- Promoted Wellness Center services to Rollins student population through social media platforms
- Facilitated “The Buzz” alcohol prevention training for community partners
- Created interview questions for the upcoming year’s incoming cohort of Wellness Ambassadors
- Conducted interviews for incoming Wellness Ambassadors, providing feedback and insight to the hiring manager
- Co-facilitated the Question. Persuade. Refer. (QPR) suicide prevention training and certification program for students