



Information Assistant Position Description

Position Overview

The Information Assistant (IA) Position is a valuable asset to the Department of Housing and Residence Life (HRL). Each residence hall front desk operates from 8 AM to 2 AM and is staffed primarily by IAs. This position may require evening, night, and early morning shifts. This position is customer service oriented and therefore requires someone who enjoys interacting with people and assisting with the mission of the Department of Housing and Residence Life. The Department's mission is to provide a well-maintained University Student Housing residential experience that supports the overall mission of Mississippi State University, and the Division of Student Affairs promotes a spirit of community and extends student learning beyond the classroom.

Qualifications

An Information Assistant must be currently enrolled in at least one credit hour at Mississippi State University and understand the university's policies and procedures. Below are the minimum qualifications and skills:

- Has completed a minimum of one academic semester at the college/university level.
- Maintains an MSU semesterly and cumulative GPA of at least 2.25 throughout employment.
 - If an IA's **cumulative** GPA ever reaches below 2.25, they will be automatically released from the position.
 - If an IA's **semesterly** GPA falls below 2.25, one academic probationary period is allowed while employed by the Department of Housing and Residence Life. If the next academic semester GPA falls below 2.25 while employed by the department, they will be automatically released from the position.
- Be in good conduct standing.
- Works a minimum of 10 hours per week and a maximum of 24 hours per week, including at least 1 desk shift on alternating weekends.
 - Exceptions to the minimum hours requirement may be made depending on the need of the community or other extenuating circumstances. Exceptions are made at the discretion of the Desk Supervisor.
- Attends fall and spring training. All training dates will be provided by the Department of Housing and Residence Life.

Responsibilities

Communication

- Regularly update Communications Log with relevant details about interactions with residents, early desk closures, emergencies and alarms, etc. for peer and supervisor review. .
- Utilize professional communication in all forms (written, verbal, non-verbal) when interacting with residents, parents, and MSU employees.
- Demonstrate sensitivity concerning the privacy of students and student information under FERPA.
- Be familiar with campus and community resources and services and be able to communicate needed information.

Administration

- Perform administrative tasks in a timely manner, including but not limited to check-in/check-out procedures, logging and storing packages, answering phone calls, and posting/removing signs and posters.
- Be available to assist in covering desk hours during weekdays, weekends and/or holidays.

Crisis Response

- Aid in the oversight of the safety and security of the front desk's daily operations by monitoring the surrounding area and addressing concerns within the community.
- Support and provide assistance during emergency procedures, assisting student and professional staff members with the proper implementation of those procedures.
- Utilize resources available, including the Standard Operating Procedures, Maxient, and the Communication Log.

Interpersonal Skills

- Maintain positive and collaborative working relationships with all MSU employees.

- Serve as the front line of support and customer service to residents, guests, and visitors by answering questions, providing helpful information and resources, and creating a welcoming environment.
- Appropriately and effectively utilize conflict management, emotional intelligence, critical thinking, problem-solving, listening, and decision-making skills.

Community Engagement

- Develop a sense of community among the residents by co-facilitating passive program(s) throughout the year to engage the community at the front desk, such as Dawgs at the Desk.
- Provide support, resources, and referrals when assisting residents in the areas of student success, acclimation to college, and wellness.

Leadership Development

- Serve as a representative for the University and Department by practicing suitable behaviors regarding advocacy, balance, recognition, stewardship, and team building.
- Model academic success as a student, maintaining the academic expectations of the role.
- Model personal responsibility by knowing, upholding, and adhering to all University and HRL policies and regulations.
- Attend and engage with all required trainings, meetings, and events, with the opportunity to co-present and facilitate.

Conditions of Employment

- The renewal of this position is not automatic. An evaluation conducted by the Desk Supervisor which indicates a satisfactory performance is required.
- Building and community assignments may be changed by the Department of Housing and Residence Life at any time during employment. Such changes would be made in the best interest of a community, building, team, and/or individual.
- The employment period begins with pre-semester training and concludes after the semester graduation at a date given by the Department of Housing and Residence Life.
- It is required to submit an Intent to Return every semester of employment. Failure to submit by the set deadline results in automatic release from the role.
- Failure to perform duties and/or abide by policies and the misuse of authority of position may lead to documentation or immediate dismissal. See “Progressive Discipline” in the Front Desk SOPs.
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- Grade replacements will not be accepted. Once placed on academic probation, it will remain in your file.
- Information Assistants who are released or resign from their position due to academics are subject to one semester between employment within the Department of Housing and Residence Life.

Disclaimer

MSU is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, sex, religion, national origin, disability, age, sexual orientation, genetic information, pregnancy, gender identity, status as a U.S. veteran, and/or any other status protected by applicable law. We always welcome nominations and applications from women, members of any minority group, and others who share our passion for building a diverse community that reflects the diversity in our student population.