



Information Assistant Position Description

Position Overview

The Information Assistant Position is a valuable asset to the Department of Housing and Residence Life. Each residence hall has a front desk staffed from 8am-2am daily, which is staffed primarily by Information Assistants. Due to the nature of a 24-hour desk, 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 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:

- Completed a minimum of one academic semester
- Must have at least a 2.25 MSU semesterly and cumulative GPA throughout employment.
 - If a cumulative GPA ever reaches below a 2.25, it calls for an automatic release of the position. If a semesterly GPA falls below a 2.25, one academic probationary period is allowed while employed by the Department of Housing and Residence Life. If an additional semesterly GPA falls below a 2.25, while employed in the department, it will call for an automatic release from the position.
- Be in good conduct standing
- Must pass a criminal background check
- Must work a minimum requirement of 8 –10 hours per week, including at least 1 desk shift on alternating weekends and maximum 24hours worked per week.
- Must attend fall and spring training. All training dates will be provided by the Department of Housing and Residence Life.

Responsibilities

Communication

- Report to supervisor regularly and communicate relevant details about interactions with residents and trends within the community.
- 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/checkout procedures, checking-in guests, and logging packages.
- 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 and assist staff with the proper implementation of procedures.
- Utilize resources available including the Standard Operating Procedures and the Incident Report Grid

Interpersonal Skills

- Maintain positive and collaborative working relationships with all MSU employees
- Provide customer service by serving as the front line of support to residents and guests through answering questions, giving helpful information 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 (I.e. poll of the day)
- Provide support, resources, and referrals when assisting residents in the areas of student success, acclimation to college, and wellness that is relevant and meets the needs of the student(s).

Leadership Development

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

Diversity and Inclusion

- Abide by the Mississippi State University's statement on equal opportunity and non-discrimination
- Coordinate opportunities for students to participate in civic engagement and establish a sense of belonging in a diverse residential community.
- Reinforce the value of individuality, thought, and self-expression in our residential communities.

Conditions of Employment

- The renewal of this position is not automatic. Satisfactory performance evaluation by the supervisor is required.
- Job 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 working situation 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, abide by policies, or misuse authority of position may lead to documentation or immediate dismissal. The behavioral model can be found in the Information Assistant Manual.
- Please be advised that a staff member may only have one probation, either academic OR behavioral, while employed within the Department of Housing and Residence Life.
- 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.