SERVICE ASSISTANT DUTIES AND RESPONSIBILITIES

Note: this is a summary of general requirements. An official job description will be provided to finalists.

STATEMENT OF PURPOSE:

The Service Assistant (SA) is a staff member in the Office of Residence Life. It is the responsibility of the SA to ensure an enthusiastic, inclusive, safe and welcoming environment for all residents and guests of the assigned community. The SA’s are responsible for ensuring a secure community, by allowing only residents and properly signed in guests building access. The SA is expected to act as a representative of the department and to utilize proper service etiquette when addressing the needs of all residents, staff members, and guests within the MSU Campus Community.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Present a professional image in appearance, words, and actions.
2. Greet people as they enter and exit the building with a welcoming attitude.
3. On a daily basis execute the mission of the Office of Residence Life as it relates to your position.
4. Remain alert and engaged in the building community at all times.
5. Follow all procedures for signing visitors in and out, and checking IDs to verify who lives in the building.
6. Be well acquainted with and enforce the rules, policies, regulations, and the use of procedures outlined in the Code of Conduct, the Community Living Guide and the terms and conditions outlined in the Residence License and Dining Agreement.
7. Be knowledgeable of the services offered on campus.
8. Keep a regular record in the desk duty log of incidents in the building.
9. Attend an actively participate in all trainings, in-services, and staff meetings.
10. Create and maintain lobby bulletin boards with appropriate and current information.
11. Respect the privacy of residents and maintain confidentiality.
12. Adhere to all protocol regarding master key use.
13. Responsible for addressing any policy violation or disruptive situations arising in the residence halls.
14. Submit work orders as needed and contact the appropriate professions to address facilities issues of a serious or urgent nature immediately.
15. Perform duties and responsibilities as assigned by the Office of Residence Life.

REQUIREMENTS, SCHEDULE AND HOURS:

1. The SA must commit to the position for the full academic year.
2. Attend all of Summer Staff Training, which begins on August 16, 2016, begin working shifts on August 19, 2016, and be available for the opening of the residence halls on September 4-6, 2016.
3. Attend all of Winter Staff Training and assist with Spring Semester Opening. Training is projected to begin on January 11, 2017 (this will be confirmed during the fall 2016 semester) and the halls will open on January 15, 2017. Staff will be expected to assist with opening responsibilities and programming on January 16, 2017 as well.
4. SAs in all buildings must be available to participate in on desk and office coverage over the Thanksgiving holiday weekend (Wednesday – Sunday), Winter Break, Spring Recess, and when the University is closed and throughout Easter weekend
5. Assist in the opening and closing of the buildings at the beginning and ending of each semester, as well as each time the residential areas close for vacation breaks and recess periods
6. Service Assistants are required to work a minimum of 7 shifts (14 hours) per week. SAs are permitted to work a maximum of 10 shifts (20 hours per week). SAs must work a minimum of 3 overnight and/or weekend shifts each week.

TERMS OF EMPLOYMENT:

1. SAs must be enrolled as full-time undergraduate students in degree-awarding programs. Students enrolled in certification programs are not eligible for the position.
2. SAs are expected to maintain a cumulative and semester grade point average of 2.75 or higher.
3. SAs are expected to remain in good disciplinary standing (i.e., may not have a current conduct sanction such as warning or probation).