

Hall Office Support Team (H.O.S.T.) Office of Residence Life & Housing Position Description



Position Overview

The Hall Office Support Team (H.O.S.T.) Staff is an integral position in the Residence Life program. The H.O.S.T. Staff is responsible for the safety and security, customer service and residential experience of the residence halls. The Residence Life and Housing Department encourages all qualified residents to apply. The invitation to apply is inclusive and is not limited by ethnicity, age, gender, religious preference, sexual orientation, or physical ability.

Requirements

1. Cumulative and semester GPAs of 2.0, which must be maintained while employed as a Front Desk Student Assistant

Preferred Qualifications

These qualifications outline the skills, which the department sees as desirable in staff members who hold this position.

1. Cumulative GPA of 2.25 or higher is preferred
2. Precious H.O.S.T. experience

Preferred Skills

Preference will be given to those candidates who demonstrate exemplary skills in the following areas:

- Communication
- Critical Thinking
- Time Management
- Leadership

Job Expectations

The following job expectations are outlined to assist student staff in their endeavors to be academically, personally, and professionally successful:

Administrative Support

- Complete reports as assigned
- Inform residents of procedures (ex. Work orders, lock outs, check-in/out, etc.)
- Serve as a source of information for students who require assistance from university support services
- Respond to supervisor and department communication in an appropriate and timely manner as instructed via supervisor or departmental guidelines
- Maintain a sense of professionalism while interacting with students, staff, MSU employees, MSU services, guests, and all other stakeholders
- Promote positive relationships with residence hall and apartment support staff (main office administrative staff, custodians, maintenance staff, etc.)
- Staff training and other meetings as identified by the department or supervisor
- Perform other duties as assigned

Safety and Security

- This position is designated as a Campus Security Authority (CSA)
- Maintain respect and confidentiality among students when responding to sensitive issues within the community
- Carry out department guidelines for helping residents and dealing with emergencies
- Confront, document, and refer violations of the student code of conduct in a timely manner per departmental guidelines
- Work cooperatively with residents to maintain the rights and privacy of all residents

Remuneration

- Housing fees waved during Early Move-In in August.
- H.O.S.T. staff are considered student employees who are paid an hourly rate at least equal to the current hourly federal minimum wage.
- Before accepting employment, foreign national student employees must also process through the International Services Office (ISO) to verify their status and eligibility to work.
- Work-Study eligible students are accepted.