

**Front Desk Student Assistant  
(Office of Residence Life and Housing Front Desk)  
Office of Residence Life & Housing  
Position Description**



### **Position Overview**

The Front Desk Student Assistant is an integral position in the Residence Life program. The Front Desk Student Assistant is responsible for assisting students, parents, faculty and staff while working the front desk of the Office of Residence Life and Housing main office. 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
2. Good communication skills are necessary to perform required responsibilities.
3. General knowledge of the Midwestern State University and campus policy is preferred, but not required.

### **Job Expectations**

The following job expectations are outlined to assist Front Desk Student Assistants in their endeavors to be academically, personally, and professionally successful. This position will require approximately ten hours per week. While this position is requesting employment during the summer months, employment may extend into the fall and spring semesters depending on student's availability and job performance.

### **Responsibilities**

- Assist students, parents, faculty, and staff over the phone or in-person
- Data entry, filing, and other clerical duties
- Keep the front office, conference rooms, and lobby area clean to include dusting, sweeping, vacuuming, and taking out the trash
- Run errands on campus to other departments
- Work cooperatively with residents to maintain the rights and privacy of all residents
- Serve as a source of information for students who require assistance from university support services
- Inform residents of housing procedures (ex. work orders, lock-outs, etc.)
- Communicate resident issues of concerns with supervisor
- 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.)
- Carry out department guidelines for helping residents and dealing with emergencies
- Function as a member of the staff team
- Perform other duties as assigned

### **Remuneration**

- Housing fees waved during Breaks and Early Move-In.
- Front Desk Student Assistants 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.