

# Summer 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.

##### Community Building

- Maintain respect and confidentiality among students when responding to sensitive issues within the community
- Communicate resident issues of concerns with supervisor
- 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.

##### Student Success

- Maintain a sense of professionalism while interacting with students, staff, MSU employees, MSU services, guests, and all other stakeholders
- Serve as a source of information for students who require assistance from university support services

##### Administrative Support

- Complete reports as assigned
- Inform residents of procedures (ex. Work orders, lock outs, check-in/out, etc.)
- Respond to supervisor and department communication in an appropriate and timely manner as instructed via supervisor or departmental guidelines
- Function as a member of the staff team
- Perform other duties as assigned

##### Safety and Security

- This position is designated as a Campus Security Authority (CSA)
- 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

##### Active involvement is required in the following:

- Staff training and other meetings as identified by the department or supervisor

## **Commitment**

Upon accepting the position, the Summer Hall Office Support Team accepts the conditions of the employment outlined in the departmental manual, RA work agreement, and position description.

Participation in the Summer H.O.S.T. position begins upon accepting the offer to serve as a H.O.S.T. and concludes on Monday, August 25, 2023. The Summer H.O.S.T. will be required to participate in Summer Staff Orientation.

## **Remuneration**

- Housing fees waved during May Summer Break and 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.