

## BUILDING ASSISTANT JOB DESCRIPTION

### Job Summary

The Building Assistant assists the Office of Multicultural Student Life by providing support to the Facility Assistant with event planning operations in the Frieson Black Cultural Center, and building maintenance. It is the responsibility of the Building Assistant to assist MSL with special event planning, promotion, and assessment. Computer skills and knowledge of Microsoft Office software are required for employment in this position. The Building Assistant performs an integral role in setting the tone for how MSL and UTK is perceived by students, parents, faculty, staff, and the public, by providing knowledgeable, courteous, friendly, and professional assistance, in a learning atmosphere.

### Student Learning and Development Outcomes

As a result of being a Student Assistant in Multicultural Student Life, you will be able to:

- Acquire and apply concepts and ideas to multiple aspects of your student experience
- Communicate effectively with a diverse student population
- Identify characteristics of leadership and define your own leadership philosophy and style
- Recognize areas of development as it relates to your own personal and professional aspirations
- Identify resources that will lead to their continued development in identified areas of growth and demonstrate skills learned

### Position Requirements

This position requires knowledge of services and programs provided by MSL, in order to provide quality customer service. Student Assistants' attendance at monthly student development workshops and, periodic reflection meetings with assigned supervisor are mandatory. Sometimes serves as the primary Customer Relations Assistant by welcoming guests, answering, and directing incoming phone calls. Greet, direct, and assist visitors. Utilize the computer to complete and/or update correspondence; Create and update event forms; compile evaluations; campus mailings; distribution of the MSL calendar; perform general maintenance/custodial functions as requested; other duties as assigned.

### Position Qualification

Punctual and goal oriented; Customer relations skills; Computer skills and knowledge of Microsoft Office software programs; good interpersonal skills; good oral and writing articulation skills; GPA of 2.5 or higher is required for employment within the Office of Multicultural Student Life. Students should display a commitment to being an active learner and participant in their own leadership and professional development

### General

Attend mandatory student development workshops.

This position is one of importance to the Facility Assistant and MSL. The building assistant is a direct reflection of the Office of Multicultural Student Life. Every student assistant is expected to present a positive image to all guests and clients. This is accomplished through a neat appearance, a pleasant and friendly disposition, attention to detail, and a commitment of service to ensure success.