

MSL Student Assistant Job Description

The Office of Multicultural Student Life (MSL) is part of the Division of Student Life, Knoxville, Tennessee. Multicultural Student Life contributes to an inclusive learning environment by enhancing institutional efforts in retaining and graduating students prepared for a diverse global society. We promote the academic success, equality and leadership development of students through programs and services that holistically address cultural, educational and civic growth.

Student Assistants are responsible for welcoming guests who contact Multicultural Student Life, or visit the Frieson Black Cultural Center (FBCC), while upholding the mission and goals of MSL. Student Assistants support MSL staff with event planning operations in the FBCC, building maintenance, and administrative tasks, to ensure smooth running of the office and building.

Computer skills and knowledge of Microsoft Office Suite are required for employment, as well as for providing clerical and informational duties of the department. Analytical and problem-solving skills are important to maximizing performance. Assisting with special event planning, promotion, and assessment are also important to the position.

The Student 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.

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 continued development in identified areas of growth and demonstrate skills learned

Student employees may work a maximum of up to 20 hours per week, and a minimum of 10 hours during the fall and spring semesters, dependent on Federal Work Study award. Students are encouraged to work no more than 15 hours per week, to help balance work and academic responsibilities. MSL is open 7 days a week during the regular semester, and most shifts range from 2-5 hours per day. Student job performance is evaluated by their immediate supervisor at the end of each semester.

Position Requirements:

- Knowledge of services and programs provided by MSL, to provide quality customer service.
- Attendance at Leadership and Development Workshops
- Periodic reflection meetings with assigned supervisor
- Welcomes, directs and assists visitors
- Answers multi-phone lines, takes messages, addresses inquiries or makes referrals, as necessary
- Monitors traffic in the building and provides aid to visitors and staff as needed
- Utilizes a computer to complete and/or update correspondence; create and update event forms; compile evaluations; campus mailings; distribution of the MSL calendar
- Set up and tear down room configurations in reserved space for events
- Perform general maintenance/ custodial functions as requested
- Cross-campus errands / deliveries
- Other duties as assigned.

Position Qualifications:

- Punctual and goal oriented
- Customer relations skills
- Computer skills, and knowledge of Microsoft Office Suite software programs
- Good interpersonal skills and ability to work with a diverse population
- Good oral and written 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.