



## 2017-2018 Front Office/Assignments Office Graduate Assistant Position Description

### Main Campus – Dogwood Hall

#### Housing and Residence Life Mission:

In support of the mission of Mississippi State University and the Division of Student Affairs, the Department of Housing and Residence Life cultivates an on-campus environment that promotes student success, engages students through intentional interactions, and challenges them to learn and grow beyond the classroom.

#### Position Overview

The Housing and Residence Life Front Office/Assignments Office Graduate Assistant is responsible for both front office administrative duties as well as occupancy management duties. The front office administrative duties for this GA position include assisting the Assignments Coordinator in leading the front office associates in excellent customer service practices, effective and accurate communication, successfully navigating conflict resolution, and ensuring that processes are completed accurately and on time. The occupancy management duties for this GA position include the responsibility for occupancy changes for all on-campus residents, working closely with all Residence Directors, and processing cancellations for students who do not attend or withdraw. The Front Office/Assignments Office Graduate Assistant reports directly to the Housing Assignments Coordinator.

#### Responsibilities

##### Front Office Administrator Duties:

- Create an environment of excellent customer service and support the front office associates in their communication and work-flow processes.
- Prioritize the front office team's focus, duties, and time management during times of high volume
- Report problems with facilities, conduct, or finance to the appropriate areas
- Ensure the front office's daily, weekly, and seasonal tasks are being completed on time and efficiently
- Be attentive to trends or concerns and provide feedback to the Assignments Coordinator and Assignments Specialist to potential problems and suggest changes
- Assist in conducting regular staff meetings to provide relevant information, build trust and unity, and improve communications within the staff
- Communicate process changes, updates, and current trends to the front office associates
- Work with the Assignments Coordinator and Assignments Specialist to periodically audit accounts and processes.
- Assists with Housing Front Office management in absence of the Assignments Coordinator.
- Perform other duties as assigned

##### Occupancy Management Duties:

- Generate weekly floor charts and distribute to all Residence Directors
- Ensure all updated floor charts are returned from RDs and update accounts as needed.
- Process Room Inventory Forms (RIFs) from the Residence Directors including indicating on the resident's account the date of their departure (this date may drive a pro-rated refund) and indicate an improper check-out penalty as necessary.
- Follow up on incomplete RIFs and communicate with RDs for process training with RAs
- Create bi-weekly waiting on RIF reports
- Research unexpected check-outs
- Process final cancellations and withdrawals indicating any cancellation penalties as warranted by the current cancellation calendar
- Manage denied cancellation requests and cancellation requests that require documentation
- Process reinstatements for students who cancel their housing application but change their mind
- Create accounts for graduate students
- Serve as a point of contact for Athletics to manage held beds and generate weekly floor charts and distribute to all Residence Directors
- Work closely with the Summer RD to manage occupancy for the three summer sessions
- Assist with RD and RA training in regards to the assignments process and occupancy management

## **How to Apply**

Applicants should email cover letter and resume to Nicki Luczak at [nluczak@saffairs.msstate.edu](mailto:nluczak@saffairs.msstate.edu). The deadline to apply is March 1, 2017.

## **Compensation**

The compensation for a Housing Graduate Assistant is a full tuition waiver (in-state or out-of-state) except minimal university fees and a \$10,000/year stipend paid twice a month. Housing Graduate Assistants may not hold other jobs or assistantships.

## **Disclaimer**

Discrimination based on race, color, ethnicity, sex (including pregnancy and gender identity), religion, national origin, disability, age, sexual orientation, genetic information, status as a U.S. veteran and or any other status protected by state or federal law is prohibited in all employment decisions.