

MSL Ambassador Job Description and Policy

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.

Role Description:

The Office of Multicultural Student Life Ambassadors are undergraduate student employees who support the mission of the Office of Multicultural Student Life (MSL) and the management of the Frieson Black Cultural Center (FBCC). These student leaders represent MSL across campus at outreach and orientation events, and they contribute to all aspects of the FBCC's operations including administrative services and event management within the facility. The MSL Ambassadors' services provide a meaningful student-forward experience for the campus community interacting with the Office of Multicultural Student Life. Students employed as MSL Ambassadors are integral to MSL's mission, vision, and values. Their involvement and outreach empower their peers and engage the community as part of the University of Tennessee, Knoxville's collective effort to create a welcoming and inclusive campus.

Responsibilities:

- Staffing the FBCC's front desk, welcoming visitors to the facility, answering and directing phone calls to appropriate staff, and addressing guests' questions about the office and MSL programs.
- Assisting in FBCC event management including setting up and tearing down reserved spaces, maintaining the cleanliness and organization of the facility's amenities, and other duties as assigned by the supervising Facilities Assistant
- Providing tours of the facility to prospective students and visitors to campus when requested
- Representing the Office of Multicultural Student Life, its student organizations, and its initiatives at various campus tabling events and engagement fairs
- Delivering the MSL information session presentation in order to provide guests with an informed, student perspective on MSL's services
- Check in with supervisor upon arrival for updates and duties for your shift.

The MSL Ambassador 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.

*This is an annual position and performance is evaluated after six weeks of hire date and at the end of the academic year.

As a result of being an MSL Ambassador 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

Dress Code:

Dress code is office casual, wearing a UT, MSL, or MSL student organization polo or t- shirt is required. Attire should be neat, clean and modest. Jeans are fine; no shorts, yoga/workout pants, halter, tube tops, flip-flops, sunglasses, or hats. Bermuda-length shorts and closed sandals are appropriate in the warmer months. No fraternity or sorority apparel is allowed. MSL Ambassadors are assigned to work the front desk, and they are the first impression visitors have of the office.

Schedule:

10-20 hours per week (15-16 recommended to balance life, work, and classes.) Work schedule will be determined at the beginning of each semester in conjunction with the student's course schedule and the office's normal operating hours (Monday-Thursday 8 a.m.- 9 p.m., Friday 8 a.m.- 6 p.m., Saturday 10 a.m. – 6 p.m.)

Breaks:

A half-hour must be taken off-the-clock for shifts that are more than 6 hours. Lunch breaks should be taken before or after a shift that is shorter than 6 hours, if possible. Food may be eaten in the student organization suite, student lounge, or staff break room and is not allowed at the front desk.

Leave Time & Excessive Absences:

Notify the supervisor as soon as possible if you cannot make it to work as scheduled, prior to the beginning of the shift. Provide a one-week advanced notice for scheduled time off, and offer your shift(s) to coworkers via the MSL Ambassadors GroupMe. Calling in without coverage for your shift, failure to report to work, and late arrivals of more than 15 minutes without communication will constitute as an absence.

After three absences in a single term, the student employee will meet with the supervisor to discuss their schedule. Five absences in a single term may constitute grounds for dismissal.

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(s).
- Welcomes, directs and assists visitors.
- Answers multi-line phone, takes messages, addresses inquiries or makes referrals.
- Monitors traffic in the building and provides aid to visitors and staff.
- Utilizes a computer to complete and/or update correspondence, create and update event forms, compile evaluations, campus mailings, and distribution of the MSL Events Calendar.
- Set and tear down room configurations in reserved space for events.
- Perform general maintenance/custodial functions as requested.
- Cross-campus errands and deliveries.
- Other duties as assigned.

Positions Qualifications:

- Punctual and goal oriented
- Ability to work independently and handle multiple responsibilities at once
- Attention to detail and ability to take direction and follow through with deadlines
- Strong customer relation skills
- Discretion and ability to keep confidentiality requirements
- Computer skills and knowledge of office software programs
- Strong interpersonal skills and ability to work with a diverse population
- Strong 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 commitment to being an active learner and participant in their personal leadership and professional development.

Probationary Period & Evaluation Procedure:

Evaluations are completed at the end of a probationary period (6 weeks) and annually thereafter.

Rankings:

5 - Consistently Exceeds Expectations (supporting statement/documentation required)

4 - Fully Achieves and Occasionally Exceeds Expectations

3 - Fully Achieves Expectations

2 - Sometimes Achieves Expectations

1 - Unsatisfactory/Rarely Achieves Expectations (supporting documentation required)

- Accomplishments – the extent to which the employee performs the standard requirements of his/her position.
- Service & Relationships – the extent to which the employee’s behaviors are directed toward fostering positive working relationships in a diverse workplace, respect for one’s fellow workers, and cooperation with students, customers, and visitors.
- Dependability – the extent to which the employee contributes to the effectiveness of the unit and meets his or her defined work schedule.
- Adaptability and Flexibility - the extent to which the employee exhibits an openness to new ideas, programs, systems, and/or structures.
- 5. Quality & Efficiency – the extent to which the employee completes assignments as directed and maintains a level of excellence in the work place.