





E N I B I L I E & E C A I N :

Provide and maintain a high level of guest service and professionalism in action and appearance when interacting with visitors and campus partners.

Take a leadership role in engaging guests, assessing their needs, and providing information.

Be outgoing, personable, and comfortable speaking to large groups.

Be knowledgeable of all housing policies, processes, and staff departmental job function(s).

Must be able to problem-solve and make quick decisions.

Become familiar with and utilize Microsoft Teams, Slate, StarRez, Help Scout, and other technologies during shifts to best assist guests and answer questions. All training will be provided.

Only share positive stories about LSU and Res Life.

Lead tours during any type of weather; no driving or riding in personal vehicles.

Professionalism with punctuality and communication of absences.

Represent the department by wearing appropriate staff uniform and name tag during your shift.

Perform various administrative tasks as directed by supervisors.

L I C E N S E C E M E N T , E N G I N E E R I N G F I L A I N , A N D L E M D E L I N G E N I B I L I T Y :

- Know, abide by, and serve as a role model for all University and residence hall policies in word and in action.
- Adhere to residence hall rules and regulations as outlined in the Living on Campus Handbook and Code of Student Conduct.

I M E C M M I M E N A N D E C A I N :

- HAs are required to live in the residence hall or apartment community to which the HA is assigned.
- HAs may be expected to participate in a weekly staff meeting; determined by the availability of their supervisor team.
- HAs may be expected to work through university holidays including, but not limited to: Memorial Day, Juneteenth, and July 4th Weekend.



A A :

- HAs shall attend key policy training and sign the Housing Ambassador Card Access agreement.
- Perform all check-in and check-out tasks, paperwork, key issuance, and key related procedures in a timely and accurate manner.
- Report all maintenance problems involving University property, deficiencies, or damages appropriately.
- Use best judgement to assess urgency of facility related matters and the appropriate recipient to provide the best service (submission via MAXIMO work request database, or to Summer Conference Professional Staff).
- Work with custodial staff to promote a clean and well-maintained area, including trash pickup, etc. when needed.