

International House Student Assistant Job Description

Student assistants (SAs) are the backbone of the International House. They not only help keep the facility operating five days a week but they also serve staff, faculty, and community members and serve as hosts to students from all over the world. By functioning as both facility staff and programming staff, SAs get a lot of experience with facilities operations as well as program planning. In addition, working at the I-House allows students to develop and improve their cross-cultural skills and their cultural knowledge and awareness.

During the academic year (fall and spring terms), the International House is open Monday through Thursday from 8 a.m. to 9 p.m. and Fridays from 8 a.m. to 5 p.m. Depending on their schedule availability, student assistants work between 10 and 15 hours per week (must be willing to work at least 10-12 hours a week) and may be asked to include weekends and/or evening hours. Flexibility is required to meet program demands and be able to work all-staff events. SAs are paid for any extra hours they are asked to work. The current pay for staff is \$7.25 per hour (work-study students are paid through the financial aid office so their pay may be different).

General duties include:

- Serving as front desk staff and performing clerical duties associated with daily operations including: answering phones, responding to emails, making copies, greeting guests, and giving out information about programs or campus offices
- Assisting professional staff and/or student groups in the planning/implementation of events which may include making posters, researching on the web, etc.
- Setting up/taking down events (e.g. setting up and/or arranging tables/chairs and A/V equipment)
- Keeping certain areas of the facility well maintained and cleaned before and after programs
- Maintaining service area (making coffee/tea, restocking supplies/keeping service area clean)
- Assisting in the planning and execution of I-House large signature events, such as International Festival and Dance Competition
- Assisting in the planning and execution of I-House events and programs, such as coffeehouse, World Showcase, Language Practice, Photo Contest, etc.
- Contribute to marketing and outreach initiatives to connect the UTK community to I-house programs and events
- Supporting our international students throughout their transition to the U.S. and Knoxville primarily through orientation (however, this support will continue through things like ACE trips, workshops, and the friendship program)
- Creating social media content and monitoring Facebook, Instagram, and TikTok accounts
- Giving tours of the International House
- Driving a UT car or minivan on occasion
- Attending staff training/meetings
- Other duties as assigned

Qualifications:

- Must enjoy engaging with those from other countries/cultures
- Enrolled student at UT
- Legally authorized to be employed by UT
- Able to work with people from various national, cultural, ethnic, and religious backgrounds
- Flexibility regarding work hours
- Good command of spoken and written English
- Graphic design experience preferred
- Experience living, studying, and/or traveling abroad is a plus but not required
- Knowledge of a language other than English is helpful but not required
- Valid US driver's license or Driving Certificate is helpful but not required
- Student assistants are required to participate in staff training and to assist with International Student Orientation as requested by the supervisor (usually 10 days before classes start in the fall and one week before classes begin in the spring).