

# Casual Residence Support Staff

## **SUMMARY**

We are looking for a group of motivated, outgoing, and community-minded students to work on a team of Residence Support staff. These positions, reporting to the Manager (Operations) Residence Life, will work closely with Residence Dons and Front Desks, as well as Campus Security and Emergency Services and Student Constables to monitor high-traffic areas within our residence buildings and report incidents.

The incumbents will work in teams of two and will be a welcoming presence stationed in the lobbies/main entrances of high-traffic buildings. They will be responsible for checking keys of incoming students to verify that guest policies are being followed, and will monitor building activity. The position requires a high degree of interaction with first year students. Incumbents should be skilled in social interaction, developing rapport, assertiveness, de-escalation, and have good knowledge of the Residence Community Standards.

## **JOB DUTIES AND RESPONSIBILITIES:**

- Monitor high-traffic areas in residence in teams of 2 from 9pm-3am on Thursday, Friday, and Saturday nights
- Attend coordination meeting with Residence Life Coordinator on-call, Campus Security and Emergency Services supervisors, and Student Constables at start of shift
- Welcome and interact with students as they enter the building. Have positive, informal interactions with Residence students
- Provide reminders regarding Community Standards and campus safety
- Check student and guest keys (where applicable) to ensure that the guest policy is being followed; enforce guest policy.
- Monitor building activity (ex. Large groups/gatherings, safety issues, damages, etc.) from the main entrance and liaise with Residence Dons, Front Desks, Student Constables, and Campus Security and Emergency Services as appropriate

## **CANDIDATE SKILLS**

The incumbents must:

- be able to work on a team
- be able to work on-site in Residence
- possess excellent assertiveness skills
- possess excellent interpersonal skills
- be detail oriented
- be able to exercise good judgment and sound reasoning
- be familiar with the Residence Community Standards
- demonstrate decision-making and creative problem-solving skills
- have excellent oral and written communication skills

- all incumbents must attend a one-hour training session (paid time) prior to beginning their first shift.

## **REMUNERATION AND HOURS OF WORK**

\$15.00 per hour (+4% vacation pay); shifts will be Thursday, Friday, and Saturday nights from 9pm-3am beginning March 3<sup>rd</sup> and running weekly until at least April 7<sup>th</sup>. There may be additional opportunities for shifts throughout April. Staff are welcome to sign up for 1-3 shifts per week, depending on other commitments. Schedules will be released two weeks at a time where possible.

## **TO APPLY**

**Applications will be considered on an ongoing basis and must be submitted via Google Form at <https://forms.office.com/r/mQfqvd26h8>**

- Accommodation or accessibility needs:
  - To ensure fairness and equity in our selection process, if you require accommodation for a disability or health issue in order to participate in the selection process (e.g. mobility concerns, large print text, sensitivities/allergies, etc.), please include this information/requirements in your email to the Residence Life Office when you submit your application.
  - If you become a successful candidate and require ongoing accommodation for a disability, please approach the Residence Life Office to discuss your requirements.